

# Equality & Diversity Report

2022/23

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# Executive Summary

This report is to collect together the Equality and Diversity data for 2022/23. This includes summaries of the current customer profile by the equality strands, along with a breakdown of those who have logged a complaint, had a new tenancy, or are in arrears. Customer satisfaction is also included to demonstrate the perception from each equality strand.

This part of the report is to provide a brief summary of anything which may be significant.

## Complaints

On reviewing the data from 2022/23, the following can be determined:

- 70% of complaints were raised by females this year. In terms of profiling, 60% of customers fall into this category. 30% were from Males, falling beneath the OVH profile of 39% for this gender. This is very similar to 2021/22 data.
- 65+ age groups appear to log proportionally fewer complaints 15% compared with 25% of our customer profile. This is a trend that follows on from last year.

Apart from gender and age, there are no other areas to highlight. In general, the number of complaints received by the various different strands falls within what we would expect to see, based on our customer profile.

## Lettings

There was a higher proportion of lets to the 16-24 and 25-34 age groups. This is not unexpected, as younger people move into their own homes. Other ages will naturally see a lower proportion in relation.

Lets is slightly higher for BME customers when compared to the profiling data. It was 17% in 2022/23, compared to 13% of OVH customers. This was similar to last year.

Other E&D strands are generally in line with the customer profiling data.

## Rent Arrears

There was a higher proportion of younger tenants in the higher arrears brackets, with 35-44 being most likely to be in high arrears. 16-24 group is more likely to have arrears between £0 and £250, and 65+ tenants are more likely to have clear accounts.

There are no other significant variances.

## Satisfaction Survey Results

A full breakdown of customers satisfaction for each service area is provided in the report, but a summary of the most noteworthy results are provided below.

Here is an update on last years notifications:

- Complaint Feedback Survey - 59.6% satisfaction for Disabled customers. This is below the 21/22 satisfaction - This year, although slightly lower than overall satisfaction, customers with a disability have a similar satisfaction level to overall satisfaction.
- ASB Survey - 77.8% satisfaction for BME customers. This is below the 21/22 satisfaction of 88.5%. - This has a similar trend this year, with 75% of BME customers being satisfied compared with 90% non BME (It should be noted this is just 3/4 customers)
- For 'Sexual Orientation' the results look quite variable, including 33% satisfaction for Complaint Feedback, - This is partly due to the high number of 'Unknown data'
- In general, though, the 25-44 age group registered lower overall satisfaction with services, including Day to Day Repairs (93.1%), Aids & Adaptations (83.3%), ASB (84.2%), and Complaint Feedback (62.5%). - Satisfaction from this group is still lower than average for Day to Day Repairs. The other surveys have varied within this group. Aids & Adaptations is 100% satisfied, and ASB has lower satisfaction in the 16-24 age group, but 100% in the 35-44 group.

Any discrepancies between profiled groups in terms of satisfaction is highlighted in the data. Not all will be commented on, as the numbers involved may be too small to prove any significance.

- Lower satisfaction for men for ASB 78% - average is 89%.
- Lower satisfaction for women for cleaning 70% - average of 77%.
- Lower satisfaction for women for grounds maintenance 83% - average of 88%.
- Lower Satisfaction for the 'No Religion' group for a number of surveys.
- High proportion of Unknown data for Sexual Orientation.
- Younger groups tend to be less satisfied with the Cleaning Service.
- Lower satisfaction for 65-74 group for complaints 50% - an average of 67%.

# OVH Customer Profile Compared to Sefton Profile

Please see the next two pages for the full breakdown of customer profile by the diversity strands. Where available, the Sefton E&D profile data is also included, for comparison purposes.

## Gender

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Female	8959	60.85%	142553	48%
Male	5736	38.96%	131237	52%
Unknown / No Data	28	0.19%	-	-
	14723	100%		

## Age

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
16 - 24	566	3.84%	29243	10.60%
25 - 34	2027	13.77%	31261	22.80%
35 - 44	2823	19.17%		
45 - 54	2699	18.33%	59240	21.60%
55 - 59	1476	10.03%		
60 - 64	1420	9.64%	18420	6.70%
65 - 74	2050	13.92%	28773	10.50%
75 - 84	1200	8.15%	20712	7.60%
85+	456	3.10%	3763	2.70%
Unknown/No Data	6	0.04%	N/A	N/A
	14723	100%		

## BME

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
BME	1961	13.32%	7049	3%
Non-BME	12274	83.37%	266741	97%
Prefer Not To Say	456	3.10%	N/A	N/A
Unknown/No Data	32	0.22%	N/A	N/A
	14723	100%		

## Religious Belief

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Christian	7648	51.95%	210184	76%
No Religion	3361	22.83%	43196	16%
Prefer Not To Say	1706	11.59%	17033	6%
Unknown/No Data	1550	10.53%	0	0%
Other - Specify Below	236	1.60%	568	0%
Muslim	161	1.09%	1189	0.4%
Buddhist	28	0.19%	504	0%
Hindu	21	0.14%	525	0%
Jewish	4	0.03%	486	0%
Sikh	4	0.03%	105	0%
Bahai	3	0.02%	0	0%
Jain	1	0.01%	0	0%
	14723	100%		

## Disability

	OVH Profile	Percentage (OVH)	Sefton Profile	Percentage (Sefton)
Yes	3928	26.00%	62061	23%
No disability	8482	57.61%	211729	77%
Unknown/No Data	2313	15.71%	N/A	N/A
	14723	100%		

## Sexual Orientation

	OVH Profile	Percentage (OVH)
Bisexual	73	0.50%
Gay Man	76	0.52%
Gay Woman/Lesbian	71	0.48%
Heterosexual	11318	76.87%
Other - Specify Below	14	0.10%
Prefer Not To Say	1595	10.83%
Unknown/No Data	1576	10.70%
	14723	100%

Transgender

	OVH Profile	Percentage (OVH)
No	5631	38.25%
Unknown/No Data	9074	61.63%
Yes	18	0.12%
	14723	100%

# Staff Profile

## Gender

	OVH		Sovini Companies	
	Number	%	Number	%
Female	107	65%	140	22%
Male	57	35%	505	78%
Total	164	100	645	100

## Average Age

	OVH		Sovini Companies	
	Number	%	Number	%
16-24	2	1.22	71	11.01
25-34	33	20.12	155	24.03
35-44	54	32.93	164	25.43
45-54	44	26.83	121	18.76
55-59	19	11.59	78	12.09
60-64	11	6.72	30	4.65
65-74	1	0.61	25	3.88
75-84	0	0	1	0.16
	164	100	645	100

## BME

	OVH		Sovini Companies	
	Number	%	Number	%
White British	107	65.24	317	49.15
White	22	13.41	70	10.85
Blank	15	9.15	122	18.91
British	14	8.54	110	17.05
Any other mixed background	1	0.61	1	0.16
Irish	1	0.61	0	0
Prefer not to say	1	0.61	0	0
White and Asian	1	0.61	2	0.31
White and any other B/ground	1	0.61	4	0.62
White Irish	1	0.61	2	0.31
Black / Black British	0	0	2	0.31
Chinese	0	0	2	0.31
African	0	0	1	0.16
Any Other Asian	0	0	1	0.16
Any Other Background	0	0	1	0.16
AnyOther Ethnic Group	0	0	1	0.16
Asian / Asian British	0	0	1	0.16
Arab	0	0	1	0.16
Mixed / Multiple Ethnic Group	0	0	1	0.16
Prefer not to say	0	0	6	1
Total	164	100	645	100



## Sexual Orientation

	OVH		Sovini Companies	
	Number	%	Number	%
Hetrosexual / straight	142	86.59	493	76.43
Blank	16	9.76	122	18.91
Gay woman / Lesbian	3	1.83	3	0.47
Bisexual	1	0.61	4	0.62
Gay man / homosexual	1	0.61	2	0.3
Asexual	0	0	3	0.47
Prefer not to say	1	0.61	18	2.8
<b>Total</b>	<b>164</b>	<b>100</b>	<b>645</b>	<b>100</b>

## Disability

	OVH		Sovini Companies	
	Number	%	Number	%
No Disability	136	83%	488	76%
Disability	9	5%	18	3%
Prefer not to say	3	2%	12	2%
Unknown/No Data	16	10%	2	0%
Blank	0	0%	125	19%
<b>Total</b>	<b>164</b>	<b>100</b>	<b>645</b>	<b>100</b>

# Complaints Compared to OVH Customer Profile

Please see the next two pages for a breakdown of complainants in 2022/23 by each of the equality and diversity strands. This includes customer profile data for all tenants, for comparison purposes.

## Gender

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
Female	328	69.20%	8959	60.85%
Male	145	30.59%	5736	38.96%
Unknown/No Data	1	0.21%	28	0.19%
	474	100.00%	14723	100.00%

## Age

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
16 - 24	22	4.64%	566	3.84%
25 - 34	69	14.56%	2027	13.77%
35 - 44	111	23.42%	2823	19.17%
45 - 54	108	22.78%	2699	18.33%
55 - 59	48	10.13%	1476	10.03%
60 - 64	42	8.86%	1420	9.64%
65 - 74	42	8.86%	2050	13.92%
75 - 84	26	5.49%	1200	8.15%
85+	6	1.27%	456	3.10%
	474	100%	14717	100%

## BME

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
BME	51	10.76%	1961	13.32%
Non-BME	412	86.92%	12274	83.37%
Prefer Not To Say	11	2.32%	456	3.10%
Unknown/No Data			32	0.22%
		100%		100%

## Religious Belief

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
Christian	242	51.05%	7648	51.95%
No Religion	130	27.43%	3361	22.83%
Prefer Not To Say	50	10.55%	1706	11.59%
Unknown/No Data	41	8.65%	1550	10.53%
Other - Specify Below	6	1.27%	236	1.60%
Muslim	2	0.42%	161	1.09%
Buddhist	3	0.63%	28	0.19%
Hindu	0	0.00%	21	0.14%
Jewish	0	0%	4	0.03%
Sikh	0	0.00%	4	0.03%
Bahai	0	0%	3	0.02%
Jain	0	0%	1	0.01%
	474	100%	14723	100%

## Disability

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
Yes	142	29.96%	3928	26%
No disability	268	56.54%	8482	58%
Unknown/No Data	64	13.50%	2313	16%
	474	100%	14723	100%

## Sexual Orientation

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
Bisexual	3	0.63%	73	0.50%
Gay Man	0	0	76	0.52%
Gay Woman/Lesbian	3	0.63%	71	0.48%
Heterosexual	376	79.32%	11318	76.87%
Other - Specify Below	0	0.00%	14	0.10%
Prefer Not To Say	47	9.92%	1595	10.83%
Unknown/No Data	45	9.49%	1576	10.70%
	474	100%	14723	100%

Transgender

	Number of Complaints	% of Complaints	Customer Profile	Customer Profile %
No	217	45.78%	5631	38.25%
Unknown/No Data	255	53.80%	9074	61.63%
Yes	2	0.42%	18	0.12%
	474	100%	14723	100%

# Lettings Compared to the OVH Customer Profile

Please see the next two pages for a breakdown of lettings made in 2022/23 by each of the equality and diversity strands. This includes customer profile data for all tenants, for comparison purposes.

## Gender

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Female	708	61.78%	8959	60.85%
Male	434	37.87%	5736	38.96%
Unknown/No Data	4	0.35%	28	0.19%
	1146	100%	14723	100%

## Age

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
16 - 24	194	16.93%	566	3.84%
25 - 34	313	27.31%	2027	13.77%
35 - 44	244	21.29%	2823	19.17%
45 - 54	168	14.66%	2699	18.33%
55 - 59	63	5.50%	1476	10.03%
60 - 64	54	4.71%	1420	9.64%
65 - 74	69	6.02%	2050	13.92%
75 - 84	32	2.79%	1200	8.15%
85+	9	0.79%	456	3.10%
	1146	100%		100%

## BME

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
BME	194	16.93%	1961	13.32%
Non-BME	935	81.59%	12274	83.37%
Prefer Not To Say	9	0.79%	456	3.10%
Unknown/No Data	8	0.70%	32	0.22%
	1146	100%	14723	100%

## Religious Belief

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Christian	449	39.18%	7648	51.95%
No Religion	343	29.93%	3361	22.83%
Prefer Not To Say	137	11.95%	1706	11.59%
Unknown/No Data	186	16.23%	1550	10.53%
Other - Specify Below	7	0.61%	236	1.60%
Muslim	16	1.4%	161	1.09%
Buddhist	5	0.44%	28	0.19%
Hindu	2	0.17%	21	0.14%
Jewish	0	0%	4	0.03%
Sikh	1	0.09%	4	0.03%
Bahai	0	0%	3	0.02%
Jain	0	0%	1	0.01%
	1146	100%	14723	100%

## Disability

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Yes	285	25%	3928	26%
No disability	678	59%	8482	58%
Unknown/No Data	183	16%	2313	16%
	1146	100%	14723	100%

## Sexual Orientation

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
Bisexual	7	0.61%	73	0.50%
Gay Man	9	0.79%	76	0.52%
Gay Woman/Lesbian	6	0.52%	71	0.48%
Heterosexual	804	70.16%	11318	76.87%
Other - Specify Below	1	0.09%	14	0.10%
Prefer Not To Say	135	11.78%	1595	10.83%
Unknown/No Data	184	16.06%	1576	10.70%
	1146	100%	14723	100%

Transgender

	Number of New Lettings	% of New Lettings	Customer Profile	Customer Profile %
No	912	80%	5631	38.25%
Unknown/No Data	234	20.4%	9074	61.63%
Yes	0	0%	18	0.12%
	1146	100%	14723	100%

# Rent Arrears Compared to OVH Customer Profile

## Gender

Gender	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
	71.43%	10.71%	3.57%	7.14%	7.14%				100.00%
Female	68.42%	15.93%	6.60%	5.39%	2.39%	0.76%	0.06%	0.45%	100.00%
Male	69.31%	16.53%	5.72%	4.93%	2.01%	1.06%	0.05%	0.38%	100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

## Age

AgeBand	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
16 - 24	55.50%	21.63%	9.57%	7.09%	3.90%	1.77%		0.53%	100.00%
25 - 34	59.31%	18.42%	10.20%	7.68%	2.61%	1.13%		0.64%	100.00%
35 - 44	58.37%	19.01%	7.77%	7.87%	4.57%	1.60%	0.14%	0.67%	100.00%
45 - 54	63.87%	17.25%	7.59%	7.07%	2.48%	1.41%	0.07%	0.26%	100.00%
55 - 59	67.43%	17.81%	7.38%	4.94%	1.42%	0.41%	0.07%	0.54%	100.00%
60 - 64	73.07%	17.03%	5.30%	3.04%	1.13%	0.07%		0.35%	100.00%
65 - 74	83.67%	11.70%	1.95%	1.46%	0.68%	0.29%		0.24%	100.00%
75 - 84	90.91%	7.59%	0.50%	0.58%	0.25%			0.17%	100.00%
85+	86.59%	9.45%	1.10%	1.32%	1.32%		0.22%		100.00%
Unknown/No Data	66.67%	33.33%							100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

## BME

BME	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
BME	67.07%	16.06%	7.29%	5.30%	2.19%	0.87%	0.05%	1.17%	100.00%
Non-BME	69.00%	16.19%	6.10%	5.20%	2.27%	0.86%	0.06%	0.31%	100.00%
Prefer Not To Say	70.99%	15.60%	5.71%	4.62%	1.54%	1.32%		0.22%	100.00%
Unknown/No Data	56.25%	15.63%	6.25%	15.63%	6.25%				100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

## Disability

DisabilityCategory	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
No	66.17%	16.42%	7.21%	5.99%	2.78%	1.10%	0.07%	0.26%	100.00%
Unknown/No Data	69.43%	14.74%	6.18%	6.01%	1.77%	0.65%	0.04%	1.17%	100.00%
Yes	74.01%	16.42%	4.23%	3.08%	1.37%	0.53%	0.03%	0.33%	100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>



## Religion

Religion	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
Bahai	100.00%								100.00%
Buddhist	50.00%	32.14%	3.57%	14.29%					100.00%
Christian	71.96%	15.69%	5.15%	4.03%	2.04%	0.81%	0.05%	0.26%	100.00%
Hindu	47.62%	9.52%	9.52%	19.05%	14.29%				100.00%
Jain	100.00%								100.00%
Jewish	50.00%		25.00%	25.00%					100.00%
Muslim	64.81%	19.14%	9.26%	3.70%	1.85%	0.62%	0.62%		100.00%
No Religion	62.92%	18.40%	7.53%	7.00%	2.86%	0.98%	0.06%	0.24%	100.00%
Other - Specify Below	72.88%	13.98%	6.36%	3.81%	1.27%	0.85%		0.85%	100.00%
Prefer Not To Say	66.94%	16.47%	7.44%	5.10%	2.40%	1.17%	0.06%	0.41%	100.00%
Sikh	100.00%								100.00%
Unknown/No Data	68.06%	13.16%	7.23%	7.35%	1.87%	0.71%		1.61%	100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

## Sexual Orientation

SexualOrientation	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
Bisexual	54.79%	24.66%	12.33%	5.48%	2.74%				100.00%
Gay Man	66.23%	24.68%	3.90%	1.30%		2.60%		1.30%	100.00%
Gay Woman/Lesbian	69.01%	18.31%	5.63%	5.63%	1.41%				100.00%
Heterosexual	68.93%	16.29%	6.10%	5.06%	2.39%	0.88%	0.06%	0.28%	100.00%
Other - Specify Below	57.14%	28.57%	7.14%		7.14%				100.00%
Prefer Not To Say	69.66%	16.68%	6.08%	4.64%	1.63%	1.00%	0.06%	0.25%	100.00%
Unknown/No Data	67.64%	13.64%	7.36%	7.11%	1.97%	0.70%		1.59%	100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

## Transgender

Transgender	1- Clear	2- £0-£250	3- £250-£500	4- £500-£1000	5- £1000-£2000	6- £2000-£5000	7- Greater Than £5000	No Data	Total
No	62.19%	18.85%	7.78%	6.47%	2.99%	1.39%	0.07%	0.27%	100.00%
Unknown/No Data	72.88%	14.47%	5.29%	4.45%	1.79%	0.56%	0.04%	0.52%	100.00%
Yes	61.11%	22.22%	11.11%		5.56%				100.00%
<b>Total</b>	<b>68.78%</b>	<b>16.16%</b>	<b>6.25%</b>	<b>5.22%</b>	<b>2.25%</b>	<b>0.88%</b>	<b>0.05%</b>	<b>0.42%</b>	<b>100.00%</b>

Customer Satisfaction

Gender

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%
Female	102	105	97.14%	53	57	92.98%	160	228	70.18%	59	82	71.95%	426	440	96.82%	761	780	97.56%	380	395	96.20%	471	475	99.16%	157	189	83.07%	137	147	93.20%	120	131	91.60%
Male	49	50	98.00%	11	14	78.57%	156	179	87.15%	25	42	59.52%	77	79	97.47%	41	42	97.62%	55	60	91.67%	43	43	100.00%	156	167	93.41%	44	50	88.00%	60	62	96.77%
Unknown	24	24	100.00%	15	17	88.24%	15	19	78.95%	12	20	60.00%	57	62	91.94%	28	31	90.32%	26	27	96.30%	9	9	100.00%	17	17	100.00%	37	44	84.09%	77	83	92.77%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%

Disability

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%
Disability	84	88	95.45%	24	28	85.71%	120	147	81.63%	29	45	64.44%	181	187	96.79%	263	265	99.25%	153	158	96.84%	166	167	99.40%	114	126	90.48%	41	44	93.18%	48	51	94.12%
No disability	52	52	100.00%	35	38	92.11%	156	206	75.73%	48	65	73.85%	267	274	97.45%	475	491	96.74%	240	254	94.49%	303	306	99.02%	158	179	88.27%	109	120	90.83%	128	138	92.75%
Unknown	39	39	100.00%	20	22	90.91%	55	73	75.34%	19	34	55.88%	112	120	93.33%	92	97	94.85%	68	70	97.14%	54	54	100.00%	58	68	85.29%	68	77	88.31%	81	87	93.10%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%

Ethnicity

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%
BME	4	4	100.00%	3	4	75.00%	20	23	86.96%	13	17	76.47%	24	24	100.00%	37	40	92.50%	22	24	91.67%	21	21	100.00%	13	15	86.67%	17	17	100.00%	15	17	88.24%
Non-BME	141	145	97.24%	60	66	90.91%	288	374	77.01%	68	103	66.02%	471	486	96.91%	745	762	97.77%	401	419	95.70%	475	479	99.16%	290	330	87.88%	160	176	90.91%	167	178	93.82%
Prefer Not To Say	6	6	100.00%				8	10	80.00%	3	4	75.00%	9	10	90.00%	20	20	100.00%	12	12	100.00%	17	17	100.00%	10	11	90.91%	4	4	100.00%			
Unknown	24	24	100.00%	15	17	88.24%	15	19	78.95%	12	20	60.00%	56	61	91.80%	28	31	90.32%	26	27	96.30%	10	10	100.00%	17	17	100.00%	37	44	84.09%	75	81	92.59%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%

Religion

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%
Buddhist		1	0.00%										2	2	100.00%	3	3	100.00%	1	1	100.00%	2	2	100.00%		1	0.00%			#DIV/0!	1	1	100.00%
Christian	109	110	99.09%	37	39	94.87%	181	229	79.04%	38	62	61.29%	339	348	97.41%	490	499	98.20%	271	278	97.48%	328	328	100.00%	184	207	88.89%	97	109	88.99%	82	89	92.13%
Muslim				1	1	100.00%	2	2	100.00%	1	1	100.00%	1	1	100.00%							1	1	100.00%				3	3	100.00%	1	1	100.00%
No Religion	20	21	95.24%	20	24	83.33%	76	104	73.08%	28	38	73.68%	81	85	95.29%	167	176	94.89%	86	96	89.58%	95	98	96.94%	72	82	87.80%	49	51	96.08%	74	80	92.50%
Other	3	4	75.00%				9	10	90.00%	1	1	100.00%	15	15	100.00%	20	21	95.24%	11	12	91.67%	8	8	100.00%	9	10	90.00%	2	2	100.00%			
Prefer Not To Say	14	14	100.00%	4	5	80.00%	32	41	78.05%	10	14	71.43%	41	43	95.35%	89	89	100.00%	42	44	95.45%	50	51	98.04%	32	39	82.05%	13	15	86.67%	19	19	100.00%
Unknown	29	29	100.00%	17	19	89.47%	31	40	77.50%	18	28	64.29%	81	87	93.10%	61	65	93.85%	50	51	98.04%	39	39	100.00%	33	34	97.06%	54	61	88.52%	80	86	93.02%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%

Sexual Orientation

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%			
Heterosexual	124	127	97.64%	48	55	87.27%	251	323	77.71%	66	98	67.35%	425	439	96.81%	659	678	97.20%	368	387	95.09%	438	441	99.32%	257	295	87.12%	141	152	92.76%	154	166	92.77%
LGBTQ+	1	2	50.00%	3	3	100.00%	8	9	88.89%	3	4	75.00%	2	3	66.67%	11	11	100.00%	4	4	100.00%	4	4	100.00%	4	4	100.00%	1	2	50.00%	5	5	100.00%
Prefer Not To Say																											22	26	84.62%				
Unknown	50	50	100.00%	28	30	93.33%	72	94	76.60%	27	42	64.29%	133	139	95.68%	160	164	97.56%	89	91	97.80%	81	82	98.78%	69	74	93.24%	54	61	88.52%	98	105	93.33%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%

Age

	Aids & Adaptations			ASB			Cleaning Services			Complaint Feedback			Customer Service Centre			Day to Day Repair			Gas Repair			Gas Servicing			Grounds Maintenance			Home Improvement			New Tenant		
	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%	Satisfied	Surveys	%			
16 - 24	1	1	100.00%	4	5	80.00%	19	32	59.38%	5	8	62.50%	14	15	93.33%	35	37	94.59%	12	13	92.31%	15	15	100.00%	13	15	86.67%	1	1	100.00%	32	32	100.00%
25 - 34	6	6	100.00%	12	14	85.71%	19	25	76.00%	15	21	71.43%	52	53	98.11%	127	135	94.07%	59	66	89.39%	65	65	100.00%	22	24	91.67%	26	31	83.87%	49	54	90.74%
35 - 44	12	12	100.00%	19	19	100.00%	34	44	77.27%	12	20	60.00%	54	58	93.10%	129	131	98.47%	56	61	91.80%	74	75	98.67%	30	34	88.24%	37	39	94.87%	38	41	92.68%
45 - 54	23	23	100.00%	16	19	84.21%	43	62	69.35%	25	36	69.44%	54	57	94.74%	84	87	96.55%	51	53	96.23%	63	64	98.44%	35	42	83.33%	33	38	86.84%	21	23	91.30%
55 - 59	19	20	95.00%	5	6	83.33%	29	41	70.73%	6	7	85.71%	27	31	87.10%	63	63	100.00%	28	29	96.55%	27	28	96.43%	33	39	84.62%	16	18	88.89%	10	13	100.00%
60 - 64	20	20	100.00%	4	4	100.00%	50	59	84.75%	5	10	50.00%	55	55	100.00%	77	79	97.47%	50	52	96.15%	40	41	97.56%	49	55	89.09%	24	25	96.00%	16	16	100.00%
65 - 74	23	25	92.00%	1	1	100.00%	70	88	79.55%	4	8	50.00%	122	124	98.39%	139	149	99.29%	77	78	98.72%	101	101	100.00%	73	82	89.02%	30	31	96.77%	12	13	92.31%
75 - 84	30	31	96.77%	1	1	100.00%	41	43	95.35%	8	10	80.00%	97	98	98.98%	110	111	99.10%	84	85	98.82%	96	96	100.00%	46	50	92.00%	9	9	100.00%	3	5	60.00%
85+	17	17	100.00%	2	2	100.00%	11	13	84.62%	4	4	100.00%	29	29	100.00%	39	40	97.50%	18	18	100.00%	33	33	100.00%	12	15	80.00%	5	5	100.00%	1	1	100.00%
Unknown	24	24	100.00%	15	17	88.24%	15	19	78.95%	12	20	60.00%	56	61	91.80%	27	30	90.00%	26	27	96.30%	9	9	100.00%	17	17	100.00%	37	44	84.09%	75	81	92.59%
Grand Total	175	179	97.77%	79	88	89.77%	331	426	77.70%	96	144	66.67%	560	581	96.39%	830	853	97.30%	461	482	95.64%	523	527	99.24%	330	373	88.47%	218	241	90.46%	257	276	93.12%