

COVID 19  
EXPERIENCE SURVEY  
RESIDENTS AND LEASEHOLDERS  
June and July 2020

# COVID19 EXPERIENCE SURVEY

## Aim of the Survey

- Find out how residents are managing through the pandemic
- Find out resident's experiences and perception of Phoenix through the pandemic
- Use the results to shape our renewal plans

## Who was contacted?

632 leaseholder and 4887 tenant households were sampled (all households where telephone numbers were available on the system)

## Response Rates:

33% leaseholders- margin of error 5.55% ✓✓

14% Tenants- margin of error 3.54% ✓✓

The Margin of error- is the difference + or – between the reported results and results if we'd contacted all residents.

## Representation (Equality Impact):

- When compared to all tenants and leaseholders the results are broadly representative- this means the results can be used to assess the likely impact across all households.
- Areas of under-representation are where we have no data about our residents or they have decided not to tell us (ethnicity, disability, sexual orientation and religion)
- The findings highlight any differences in responses to questions between different groups

17% of tenants and 22% leaseholders were happy to be contacted about comments.

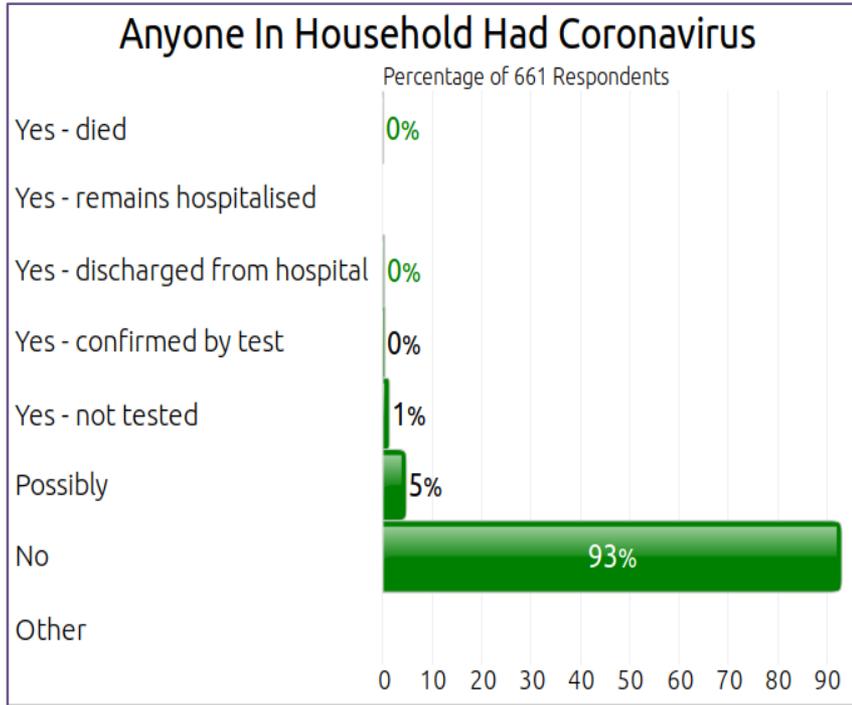
# COVID19 EXPERIENCE SURVEY

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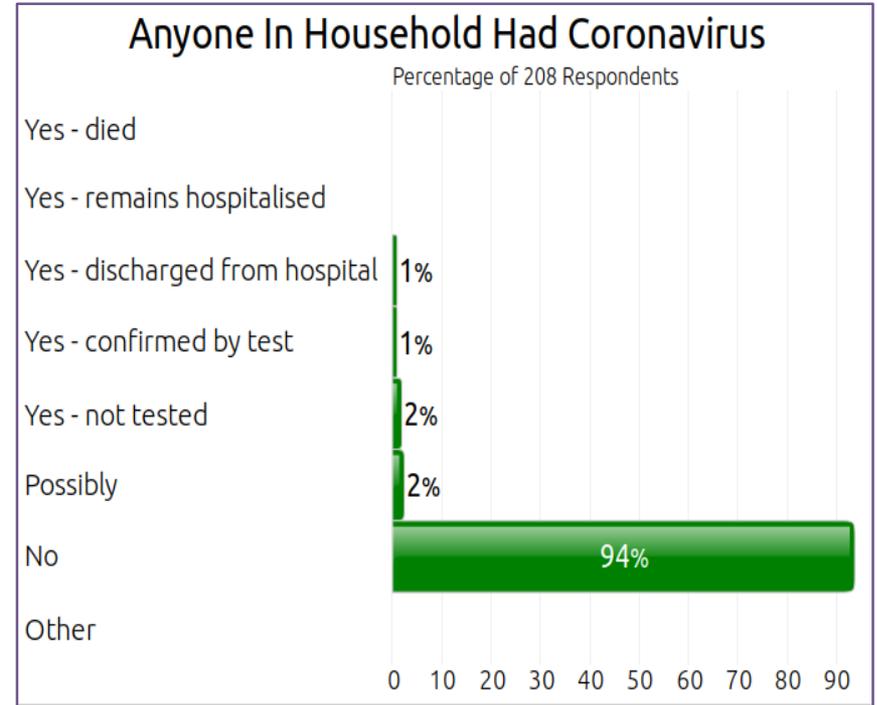
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# Experience of Coronavirus and Personal Impact

## TENANTS

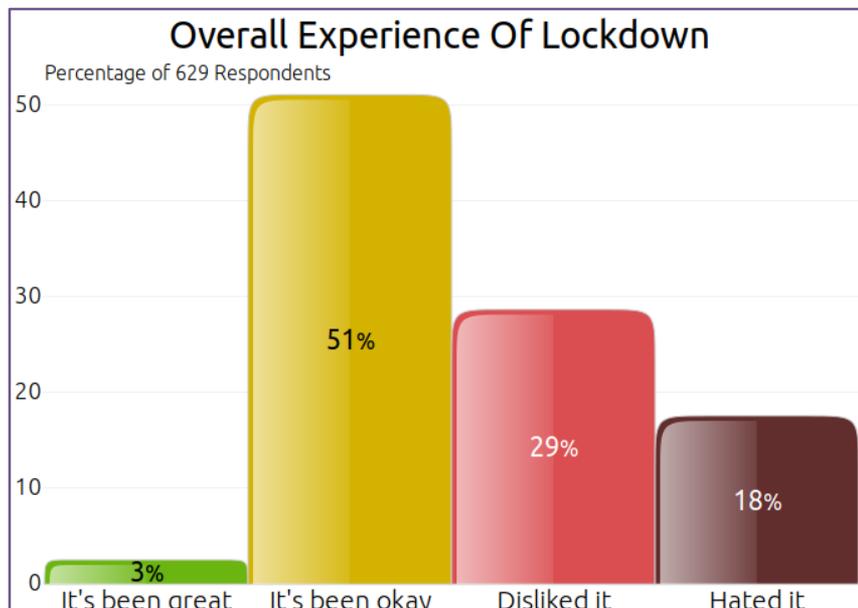


## LEASEHOLDERS

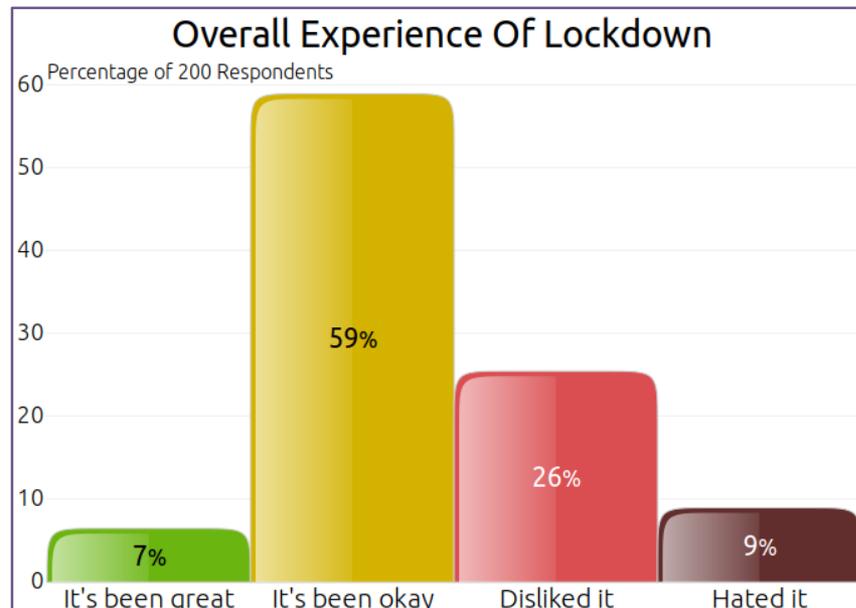


# Experience of Coronavirus and Personal Impact

## TENANTS



## LEASEHOLDERS



- There were no significant differences in how residents found the lockdown overall based on age or ethnicity, a higher % of leaseholders found it ok or liked it than tenants (66% compared to 54%).
- 31% of tenants and 37% of leaseholders commented on their overall experience.

# Experience of Coronavirus and Personal Impact

## Feedback on overall experience

“It's been a bit hard with the number of us living here all having to work from home it has been a bit trying. It certainly hasn't been easy”

“I am trying to apply a positive lens to my circumstances but I have found it hard”

“I just try to cope with it. There's been ups and downs, but I've tried to make the most of the time at home”

“I am scared. Two of my children suffer from asthma and I am a key worker who works in a care home. I feel like I have to pick between ensuring my children's safety and paying my bills. At the end of the day, I still need to pay bills so I have had to take the risk”

“I had a baby the first week of lockdown”



“It has been stressful at times”

“It's made my depression worse”

“It has been a mixed experience, I feel like a lot of people have been nicer and more helpful and there has been more of a sense of community, but there has also been a recent spark of racism and I have noticed people coming out openly with racist comments”

“The lockdown has been a very bad time, and has effected so many things in our life. We haven't been able to do the things we want to and have not been able to go out and socialise. This lockdown has negatively effected our lives a lot”

“There is a lack of activities to do”

“It has been very difficult to contact Phoenix during this time”

“I'm retired so the lockdown hasn't really made much difference”

# Experience of Coronavirus and Personal Impact

## Feedback on overall experience

### TENANTS

45% commenting found it OK or liked it:

#### Common Themes

- 39% little change, coping, taking one day at a time or highlighted benefits.
- 21% Family and community as a positive impact
- 10% Improvements to mental health/well being

55% commenting hated or disliked it:

#### Common Themes

- 35% noted the impact on their mental health and well being
- 15% mentioned family and community either the positive impact, missing this or the challenges of looking after children or caring for family members alone
- 15% noted just how “hard” it was
- 10% mentioned Phoenix- difficulties getting in touch or noting repairs were on hold.

### LEASEHOLDERS

53% of commenting found it OK or liked it:

#### Common Theme

- 48% Benefits to time at home, taking one day at a time and getting used to it

47% of leaseholders commenting hated or disliked it:

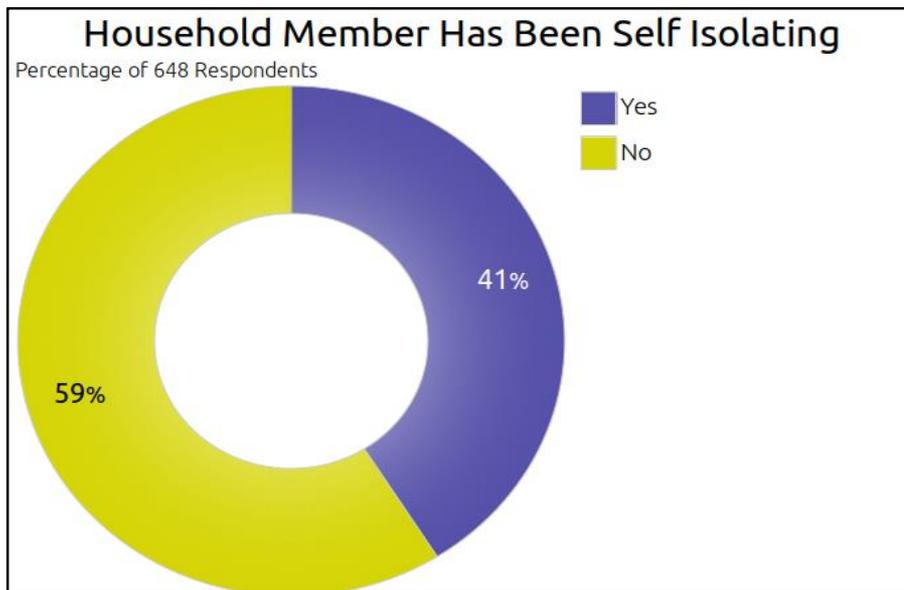
#### Common Themes

- 20% The impact on their mental health and well being
- 17% Family and community either the positive impact, missing this or the challenges of looking after children and working
- 14% How they were getting used to it or coping
- 10% mentioned Phoenix- difficulties getting in touch.

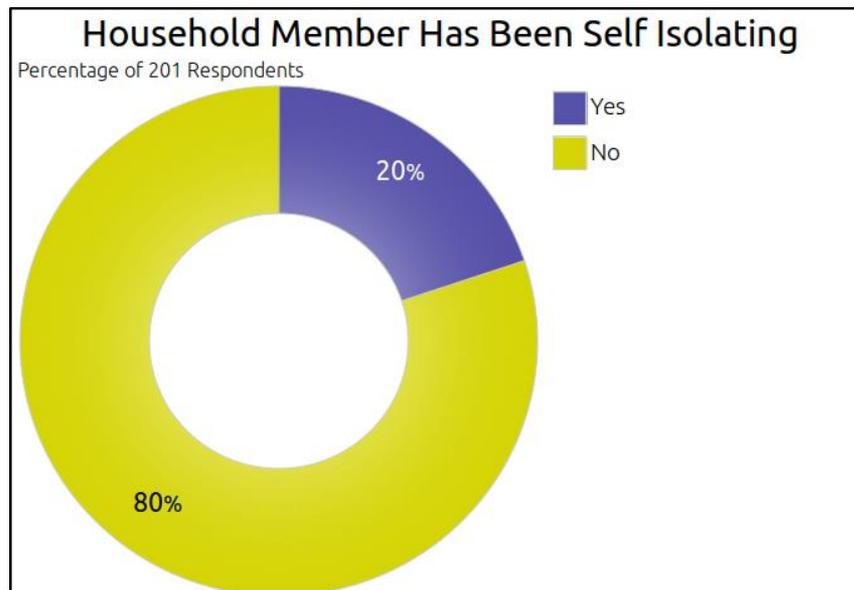
More leaseholders commented on work and the challenges of homeworking

# Experience of Coronavirus and Personal Impact

## TENANTS



## LEASEHOLDERS



### Feedback Comments:

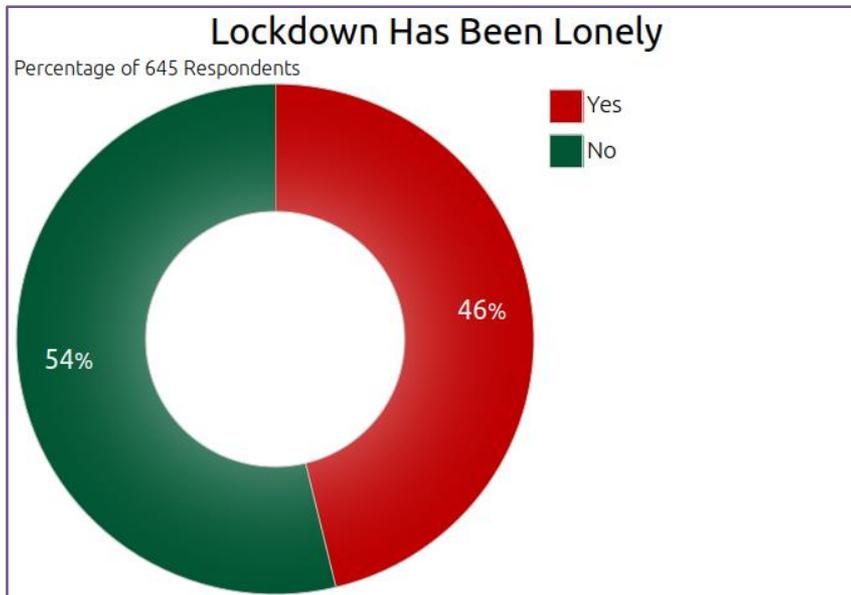
58 tenants and 2 leaseholders left comments on self isolating.

- Most comments clarified reasons for self isolating.
- Some tenants described reasons they couldn't shield- (e.g. employers advising them to continue working or because they could not afford to be furloughed).

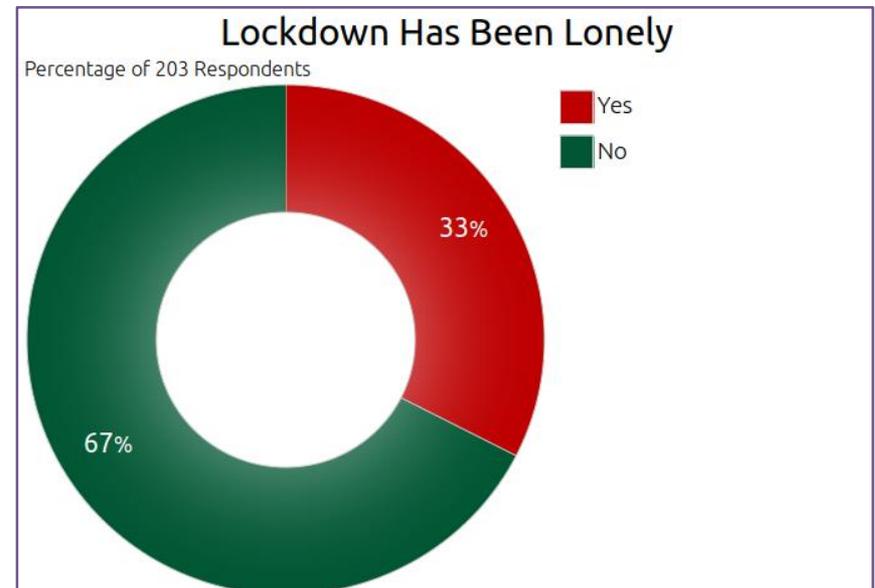
The proportion of tenants self isolating or shielding across different household types, ethnic groups and ages are not significantly different- demonstrating the impact on the whole Phoenix Community.

# Experience of Coronavirus and Personal Impact

## TENANTS



## LEASEHOLDERS



# Experience of Coronavirus and Personal Impact

## Feedback on Loneliness

### Tenants

15% described experiences of loneliness during the lockdown.

The top 2 themes were:

- **Family and Community-** the positive impact, as well as missing family, or the challenges of looking after children or caring for family members alone
- **Mental Health-** the negative impact on well being

More tenants mentioned mental health than physical health or other medical conditions

### Leaseholders

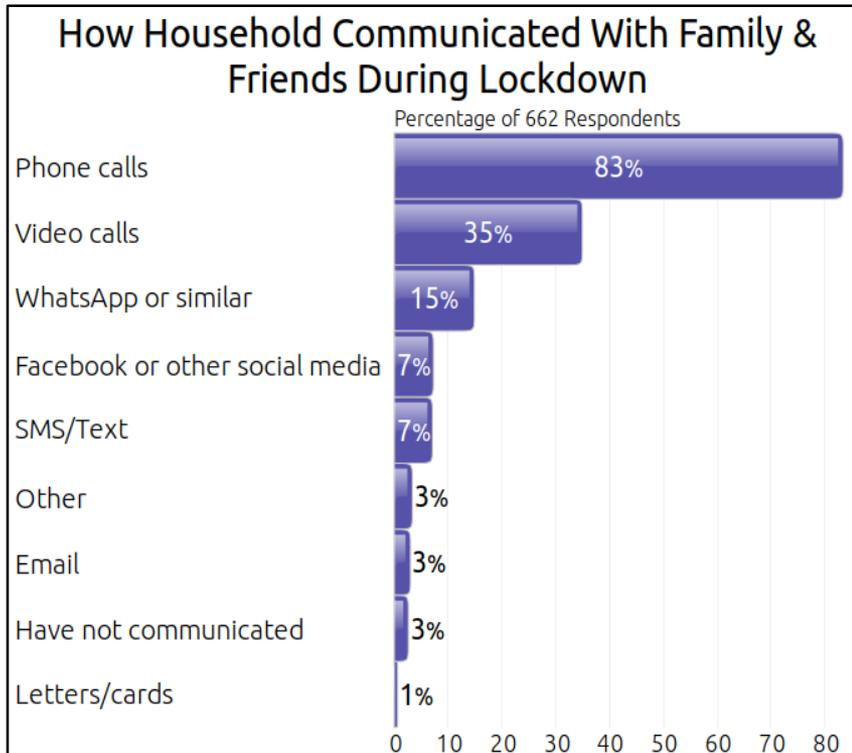
9% described experiences of loneliness during the lockdown.

The top theme was:

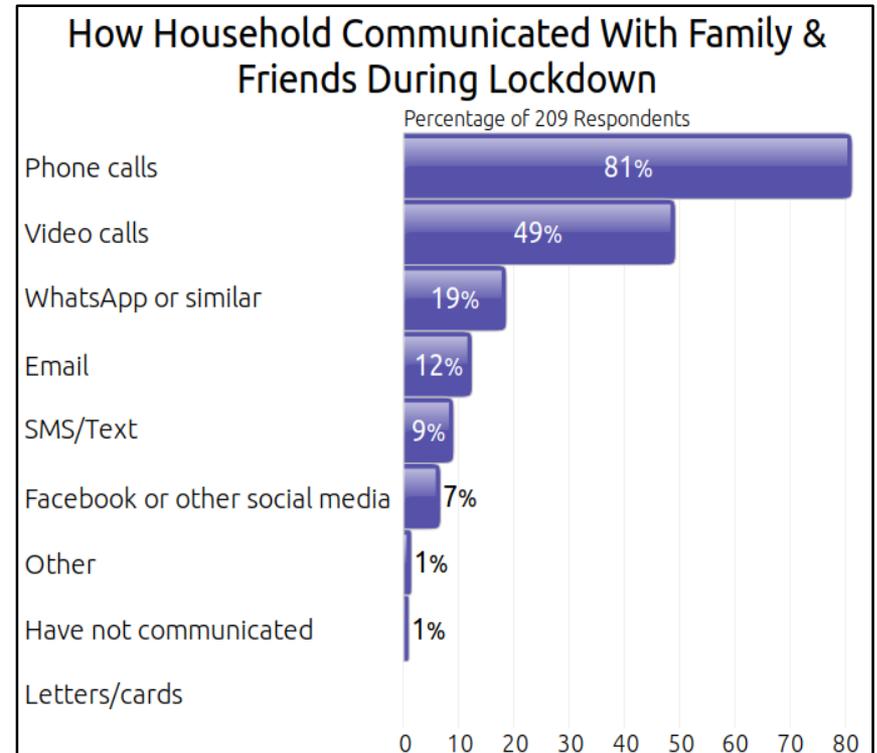
- **Family and Community-** the positive impact, as well as worrying about them.

# Contact and Communication during the Lockdown

## TENANTS

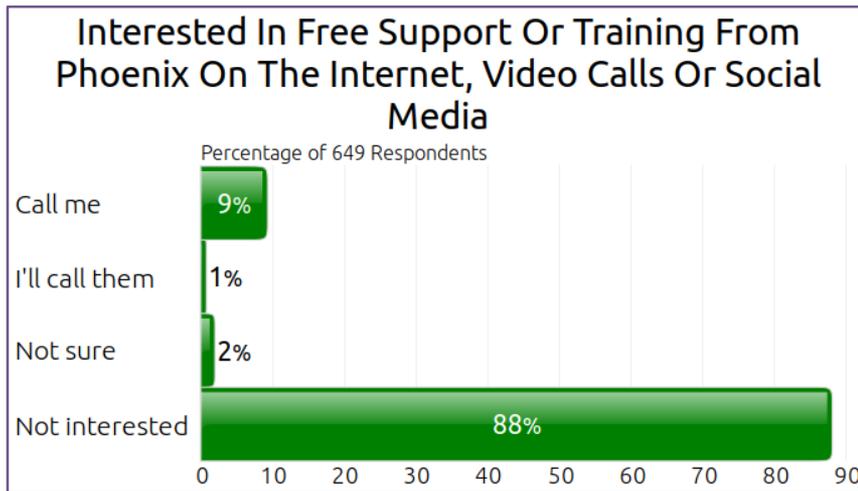


## LEASEHOLDERS

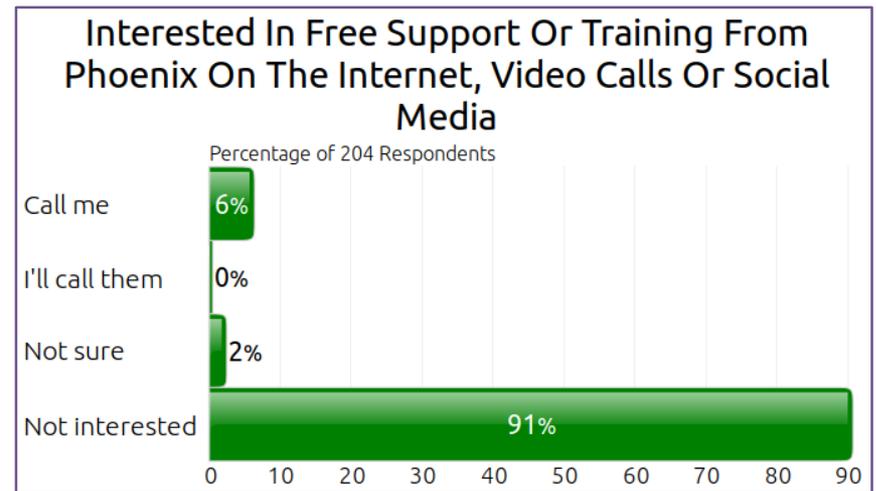


# Contact and Communication during the Lockdown

## TENANTS



## LEASEHOLDERS



# Contact and Communication during the Lockdown

## Digital Support (1)



- 51% of tenants and 28% of leaseholders who communicated with friends and family by phone, only communicated in this way- for tenants these respondents were represented in all age groups, but slightly higher among older households and significantly higher amongst single person households over 65.
- A significantly higher number of lone parent tenant households and a significantly lower number of tenant single person households over 65 used video calls during the lockdown.
- 3% of tenants and 1% of leaseholders did not communicate with anyone during the lockdown (all but one tenant was happy to be contacted by Phoenix and 2 requested digital support). These respondents represented different tenant households types. Both leaseholders were working.

Projected to all tenants and leaseholders this would be 169 households

- Tenants and leaseholders adopted creative ways of communicating during the lockdown  
“talking over fences, waving through windows and leaning over balconies!”

# Contact and Communication during the Lockdown

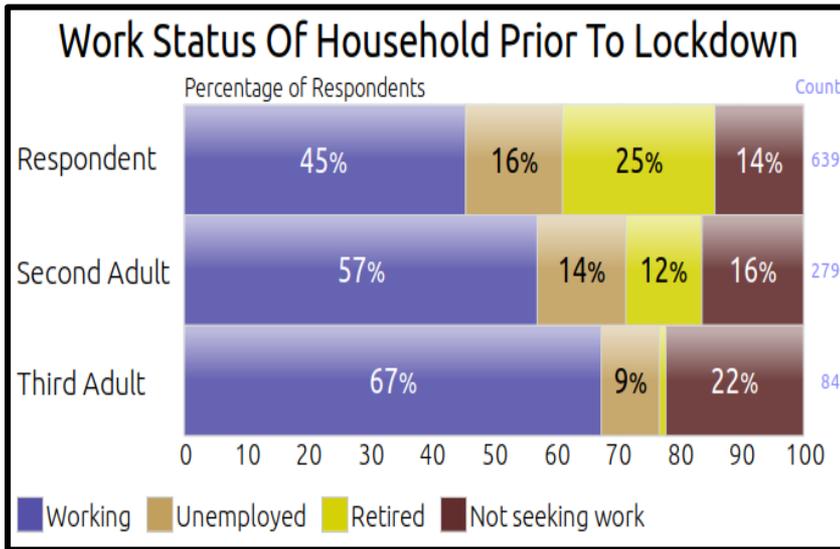
## Digital Support (2)



### DIGITAL SUPPORT

- 12% of all tenants and 9% of all leaseholders were interested in digital support  
Projected to all tenants and leaseholders this would be 717 households
- 73% of tenants and 84% of leaseholders interested in digital support had not been involved before.
- A higher % of tenants from BAME Groups expressed an interest in digital support (61% of those requesting it).
- A higher % of tenants who were above working age expressed an interest in digital support (33% of those requesting it).

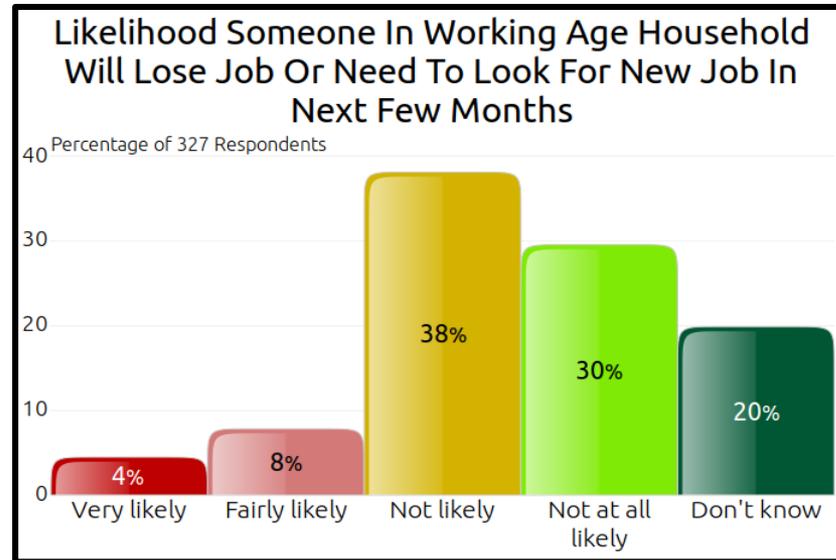
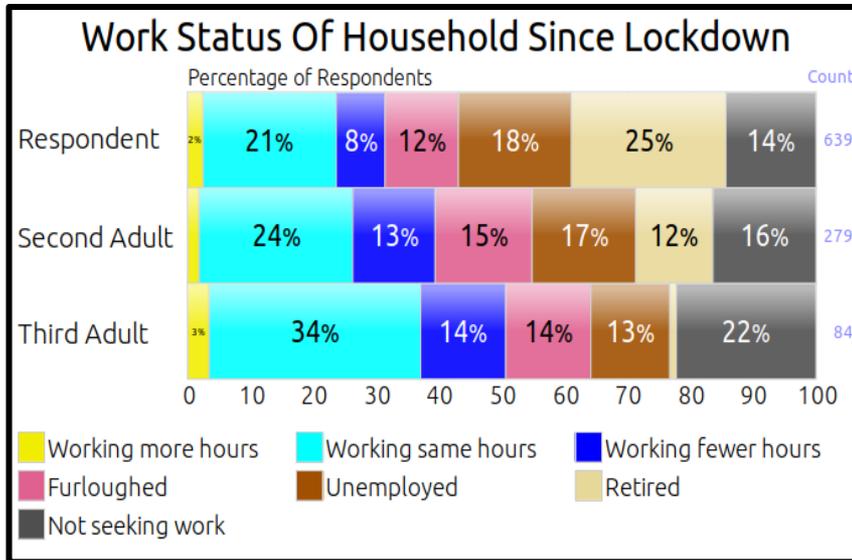
# Employment and the Lockdown



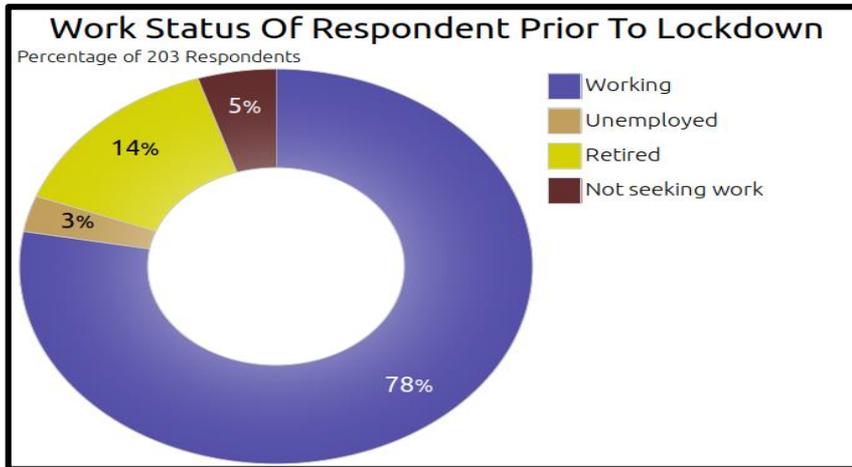
## TENANTS

Projected to all households this could mean 12-32% of all working age households could have a member of the household losing their job (334-886 households)

There were no significant differences between BAME and Non BAME households in their predictions of whether they may lose their job

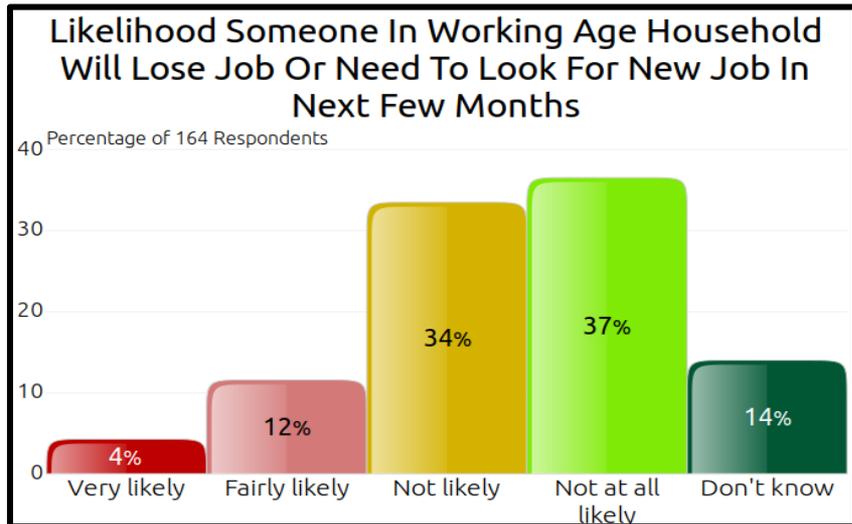
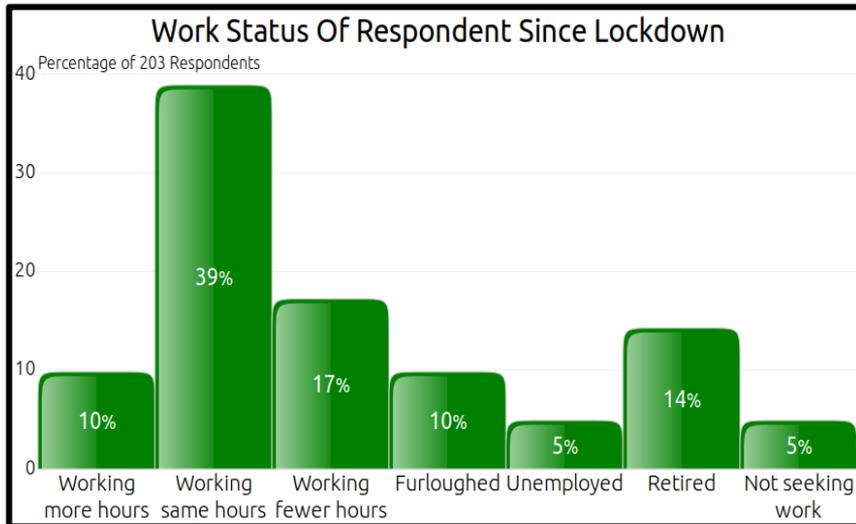


# Employment and the Lockdown



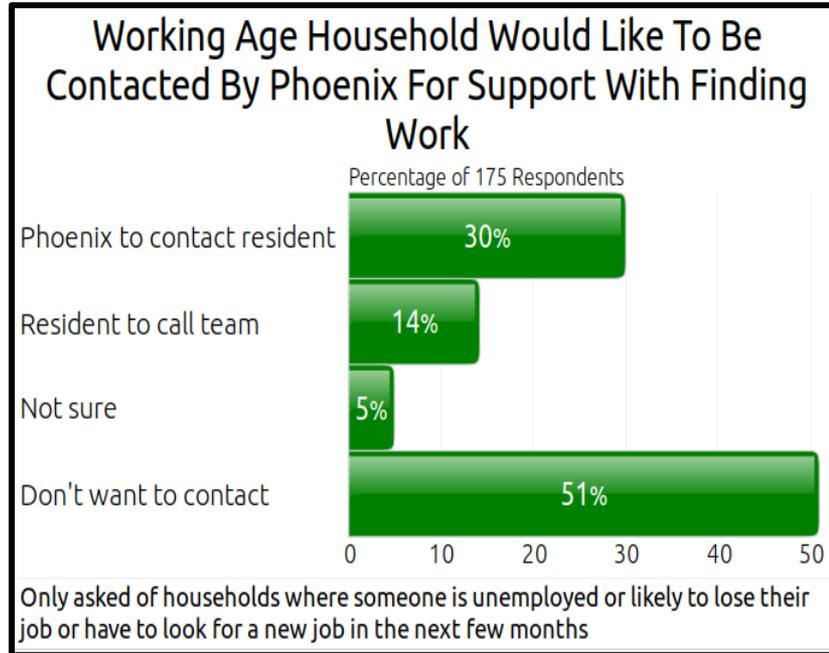
## LEASEHOLDERS

Projected to all households this could mean 16-33% of all working age households could have a member of the household losing their job or ( 163-200 households)

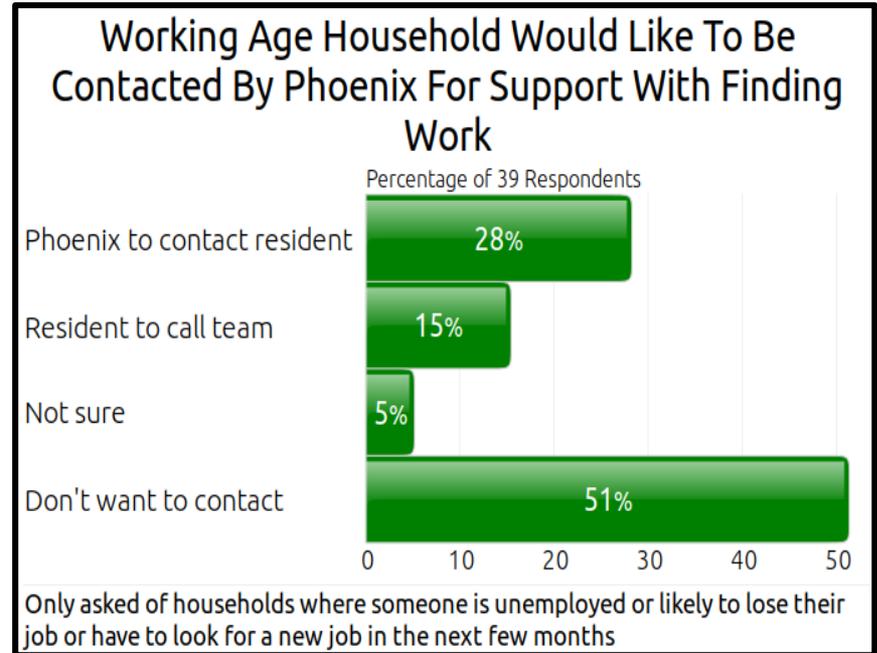


# Employment and the Lockdown

## TENANTS



## LEASEHOLDERS

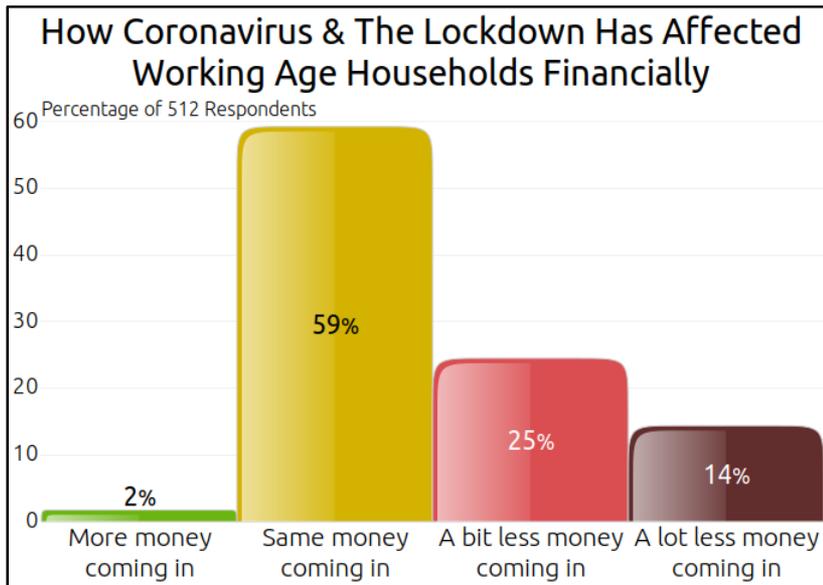


Projected to all households this could mean 812 households are interested in employment support (735 tenants and 77 leaseholders)

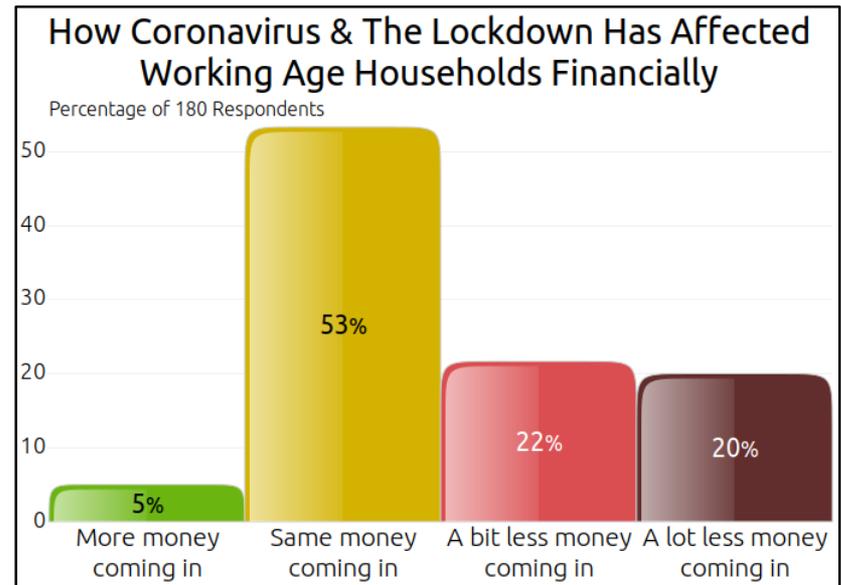
- A significantly higher % of BAME compared to non BAME tenants requested employment support
- A slightly higher % of 35-44 and 45-54 year old tenants requested employment support, compared to other age groups.

# Debt & the Lockdown

## TENANTS



## LEASEHOLDERS

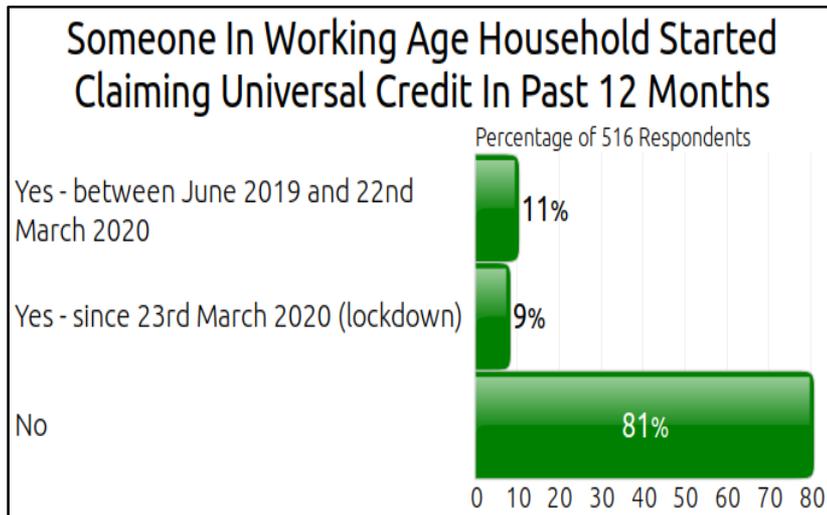


Projected to all households this could mean 1942 households have less money coming in (1637 tenants and 305 leaseholders)

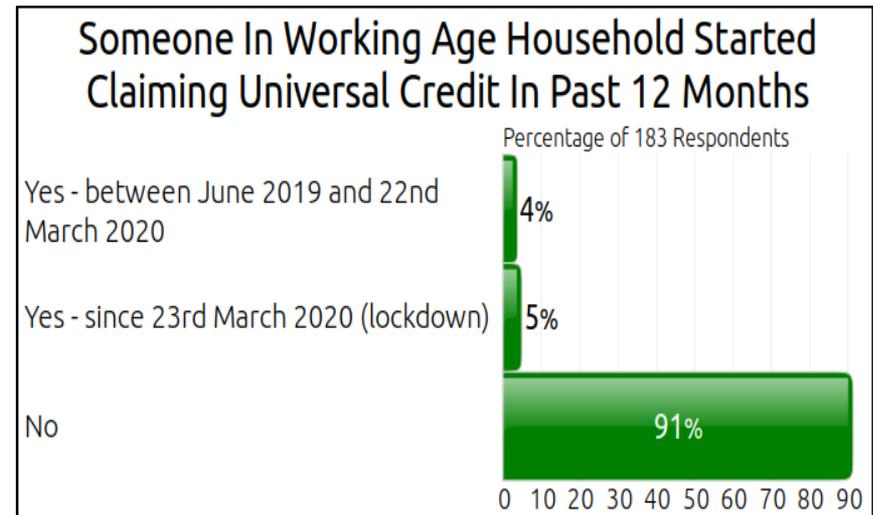
- A significantly higher % of BAME tenants said they had less money coming in and a slightly higher % 45-54 year old tenants said they had less money coming in

# Debt & the Lockdown

## TENANTS

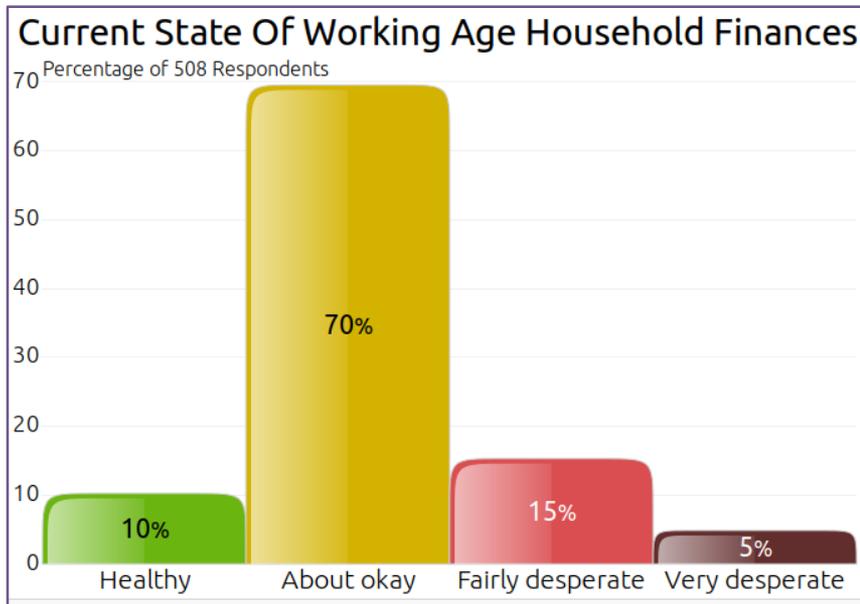


## LEASEHOLDERS

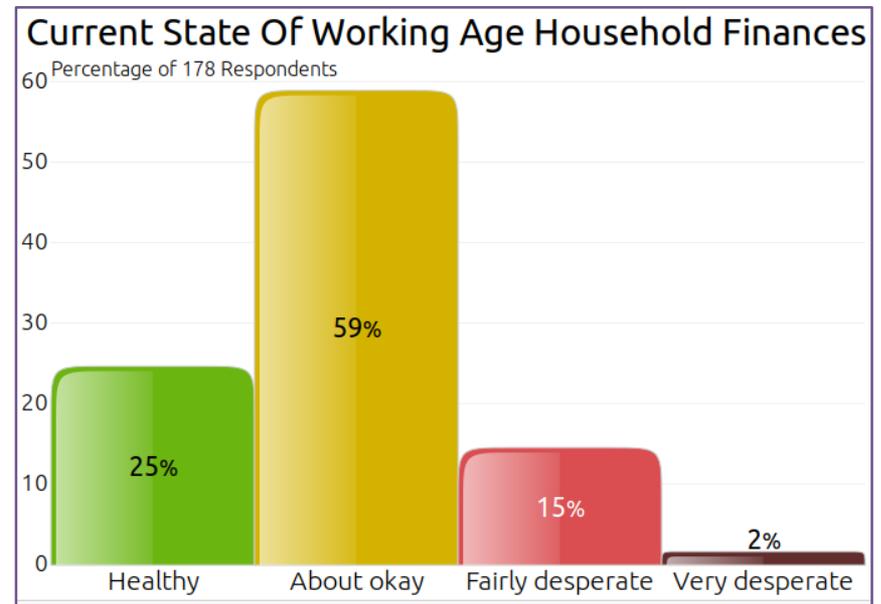


# Debt & the Lockdown

## TENANTS

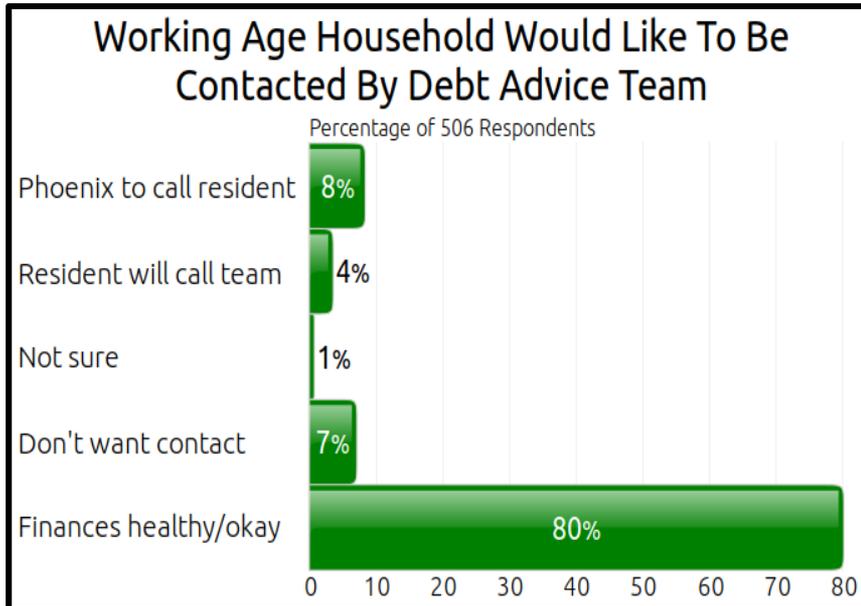


## LEASEHOLDERS

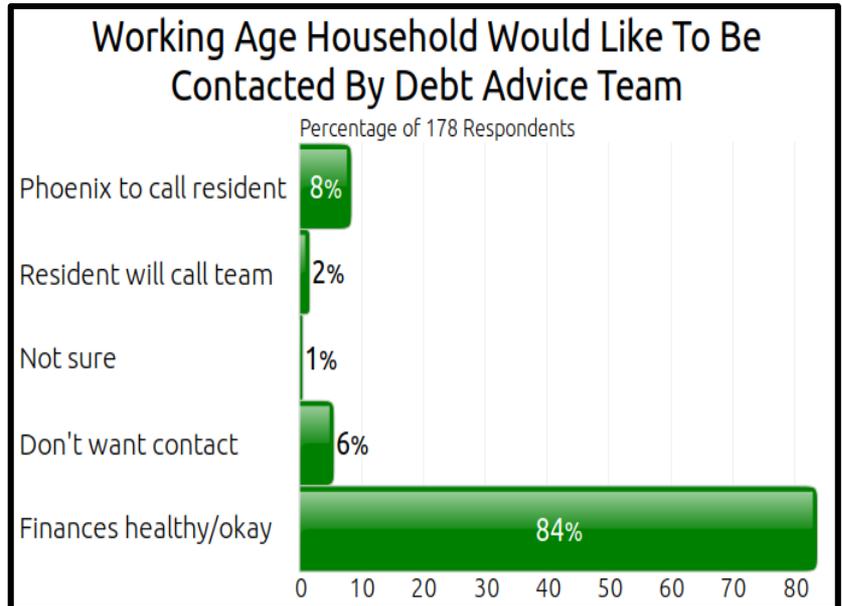


# Debt & the Lockdown

## TENANTS



## LEASEHOLDERS

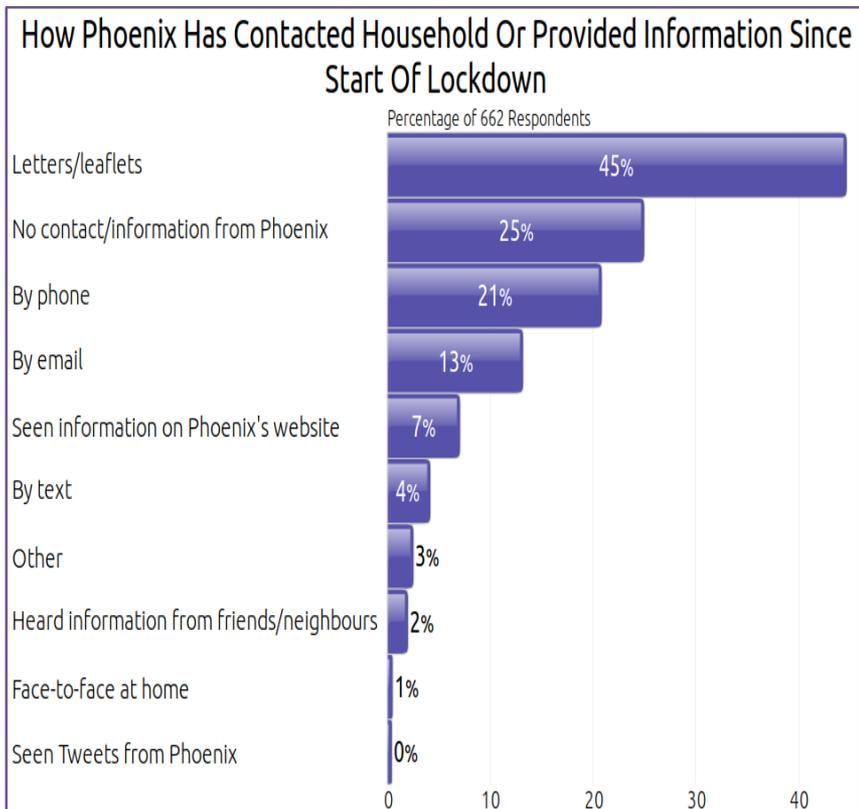


Projected to all households this could mean 609 households could request financial inclusion support (532 tenants and 77 leaseholders)

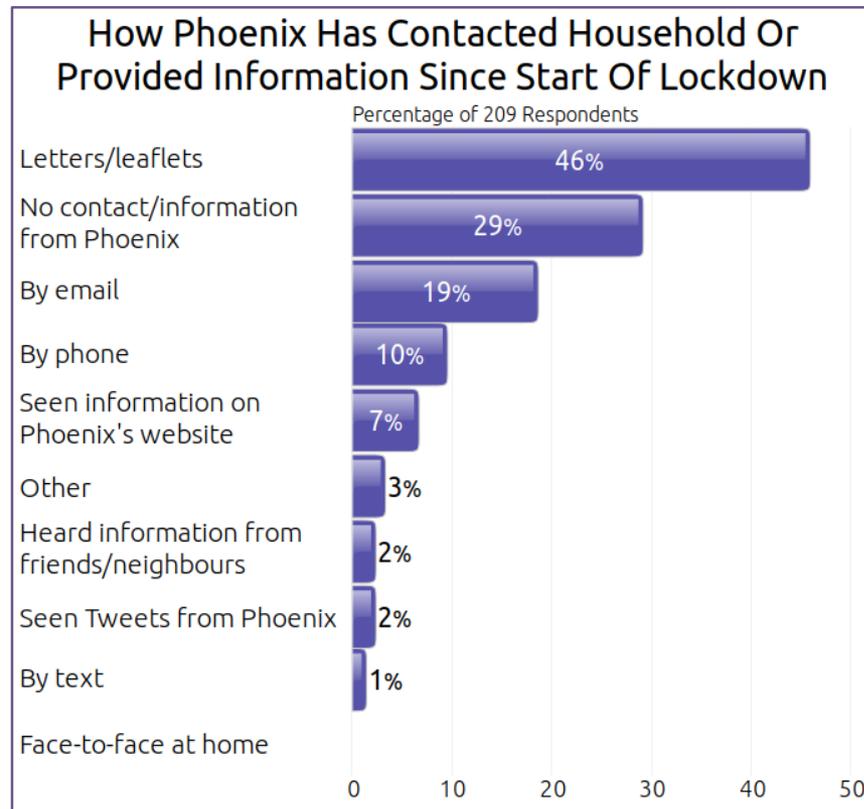
- A significantly higher % of BAME tenants said they may need financial inclusion support

# Change, Recovery & Priorities

## TENANTS



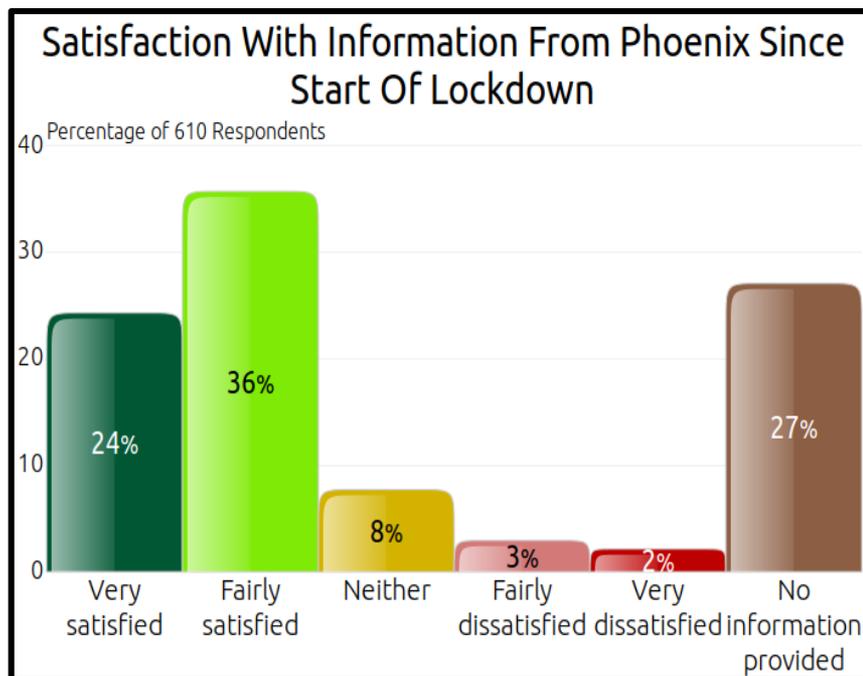
## LEASEHOLDERS



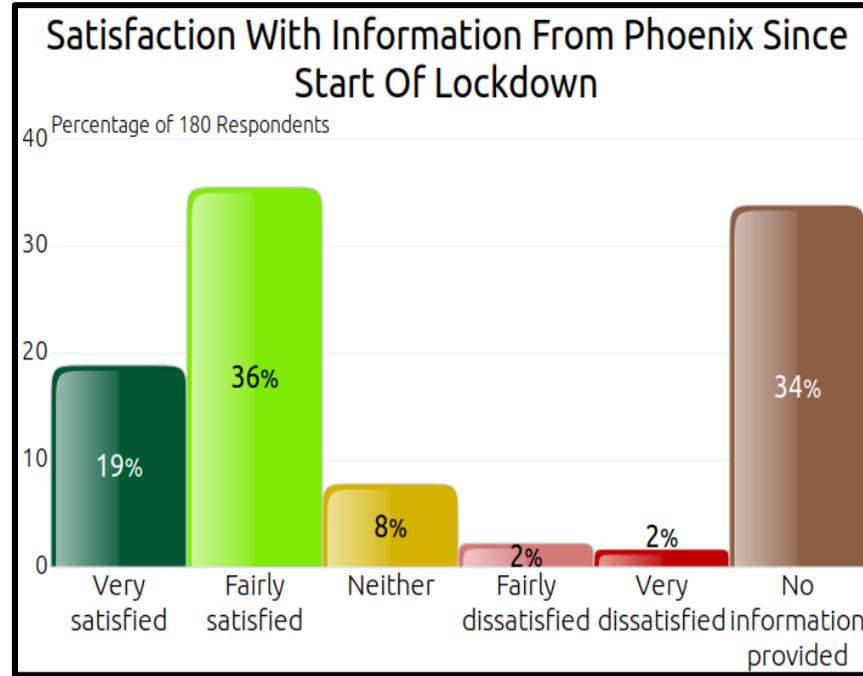
During the lockdown Phoenix has sent out 2 letters and 2 newsletters, provided information on the web and through social media. The survey suggests this has not reached all residents

# Change, Recovery & Priorities

## TENANTS



## LEASEHOLDERS



There are only very small differences between groups of residents in both satisfaction and receipt of the information. Non BAME and multi adult households were slightly less satisfied and slightly higher numbers in these groups said they did not receive the information than other groups.

There were no area-based differences or differences between people living in blocks and houses.

# Change, Recovery & Priorities Communication

26 tenants and 6 leaseholders who were dissatisfied provided comments that can help us learn from residents who were dissatisfied.

Comments can be split into two types:

**Corporate Communication** - the themes of feedback related to detail, frequency, clarity and the support offer to residents

**Customer Experience**- the themes of the feedback related to not responding to service requests, providing updates and staff knowledge to respond to queries

*“I don't think Phoenix has lived up to its original standards*

*“Keep information more up to date. Be more knowledgeable. Contact more people. Be more open on their website”.*

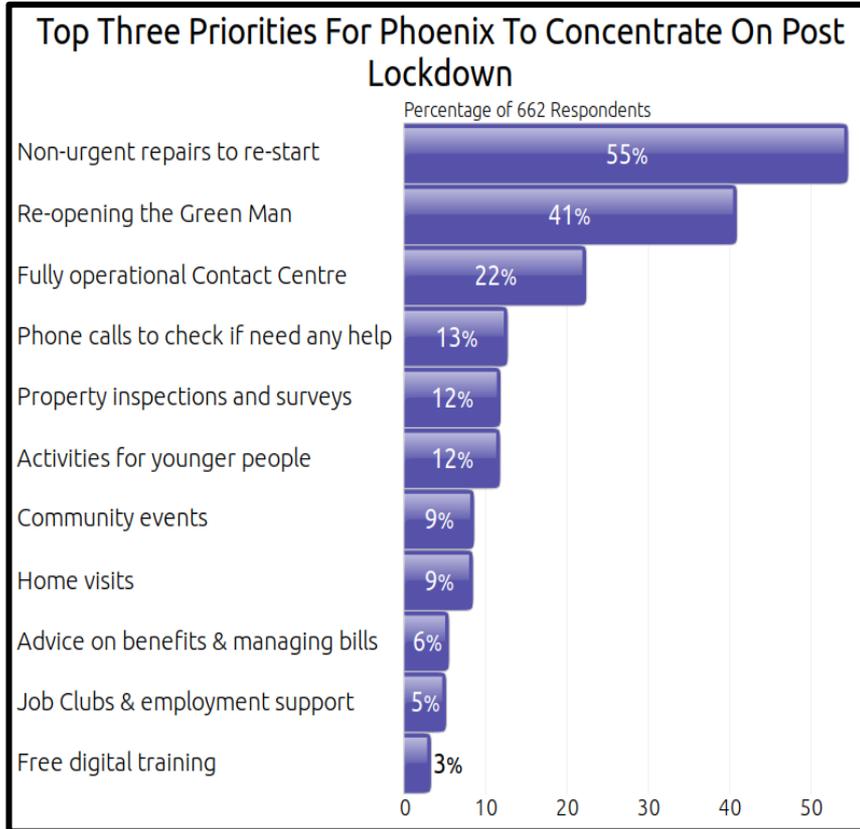
*“I only received one letter a number of months ago - there has been a general lack of contact and information from Phoenix”.*

*“The letter that Phoenix sent out did not cover vital areas such as rent payments etc. I was unable to get a clear answer for this due to the call centre closing down”.*

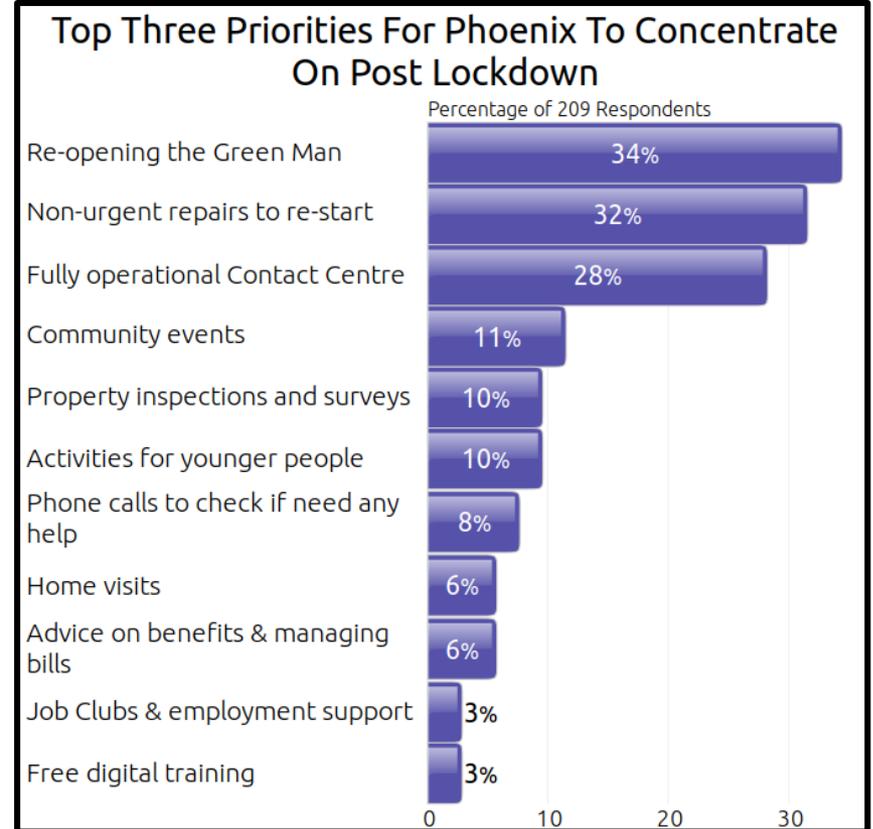
*“The staff don't know the answer to questions”.*

# Change, Recovery & Priorities

## TENANTS

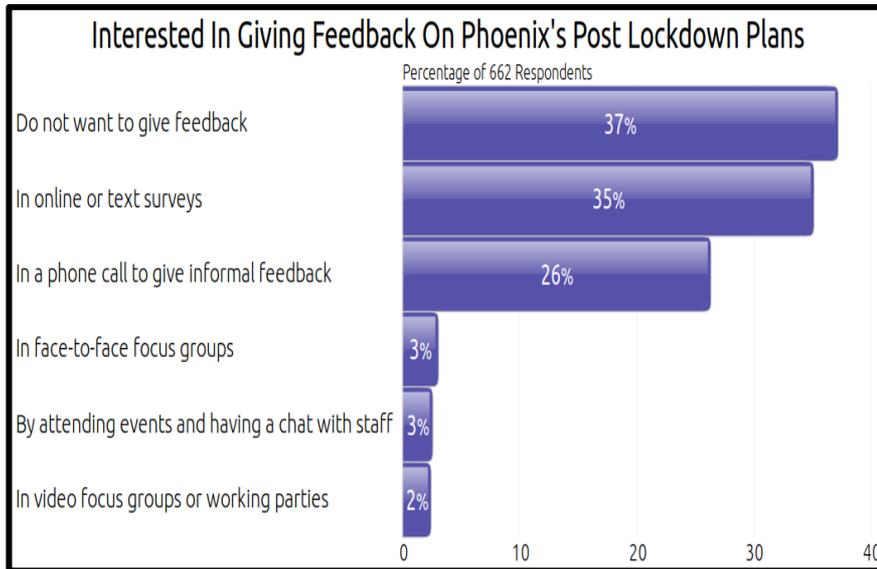


## LEASEHOLDERS



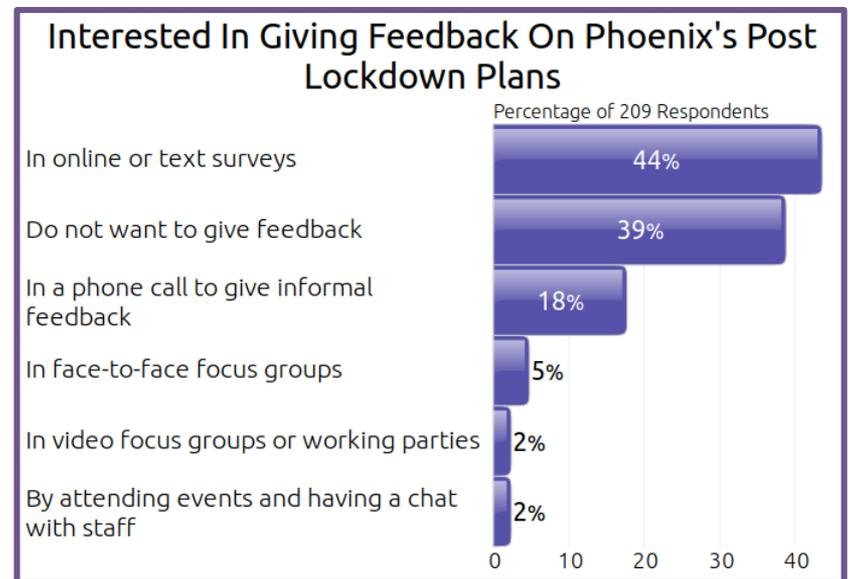
# Change, Recovery & Priorities

## TENANTS



Note- 47 tenants did not answer this question

## LEASEHOLDERS



# Change, Recovery & Priorities-

## Interest in giving feedback



### Tenants

- 61% interested in providing more feedback in some way. 89% of working age tenants compared to 54% of non-working age tenants.
- 23% of those not interested in providing feedback were involved last year (there were no groups of residents under or over-represented in this number).
- Most popular ways were by phone or text /on-line survey. (only 6% were not interested in one or both). *We will need to check on email and mobile no.s for these residents*
- Only 10% were interested in face to face contact and no retired tenants were interested in providing feedback in person at (socially distanced) events, a small number of older tenants were interested in focus groups.
- 29% interested in online surveys and texts and 25% interested in feedback by the phone were not involved last year. *Should we target these residents ?*
- 73% of those interested in text and online surveys and 24% interested in feedback by phone were only interested in this way of giving feedback.
- There was low interest in online meetings and no groups of residents under or over-represented in this number.

# Change, Recovery & Priorities- Interest in giving feedback

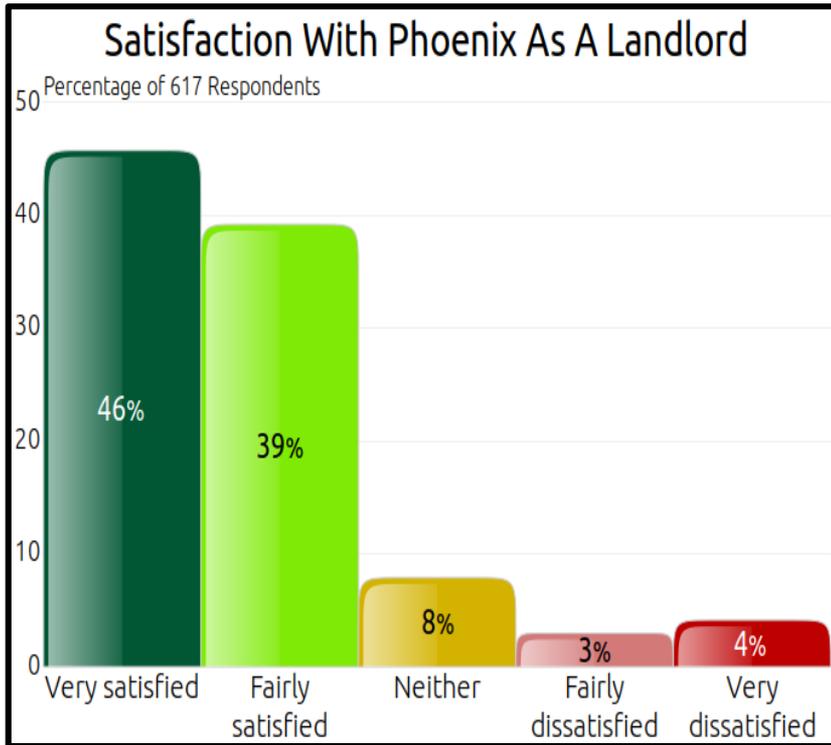


## LEASEHOLDERS

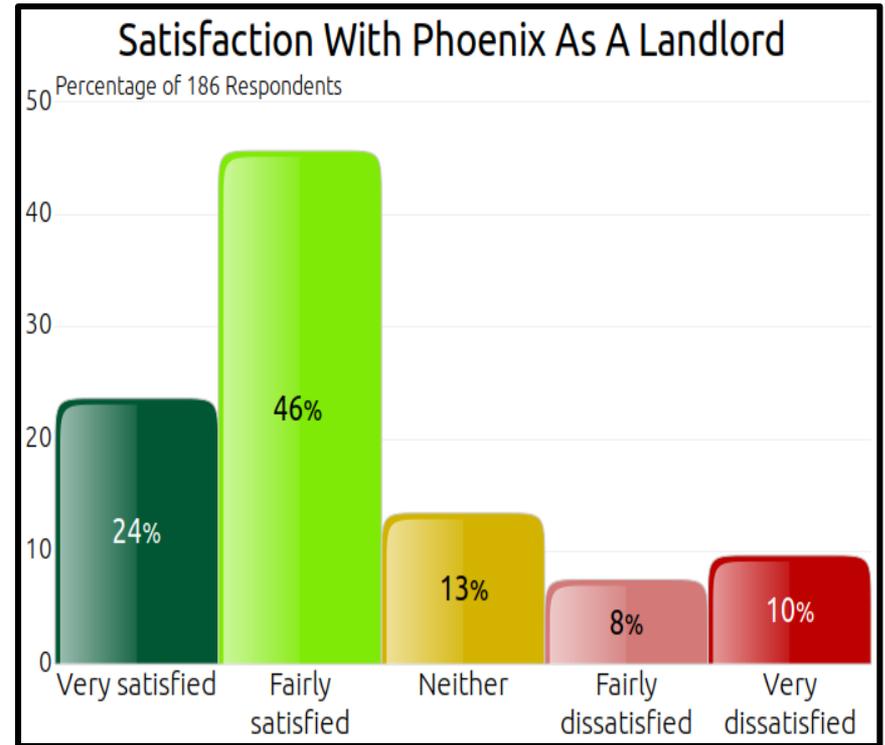
- 59% interested in providing more feedback in some way. 74% of working age leaseholders compared to 10% of non-working age and 16% where the ages of our leaseholders are unknown
- 79% of those interested in providing feedback were not involved last year
- 17% of those NOT interested in providing feedback were involved last year (there were no groups of residents under or over-represented in this number).
- The most popular way was by text /on-line survey, 76% and 2<sup>nd</sup> most popular by phone 31%. (only 6% were not interested one of these options). *We will need to check on email and mobile no.s for these residents*
- Only 10% were interested in face to face contact and no retired leaseholders were interested in providing feedback in person at (socially distanced) events, a small number of older leaseholders were interested in focus groups and 8% of leaseholders interested in focus groups overall.
- Online meetings, alongside attending events in person were the least popular ways for providing feedback with only 4% of those people interested in providing more feedback choosing these options.

# Overall Satisfaction

## TENANTS



## LEASEHOLDERS



# Change, Recovery & Priorities- Interest in giving feedback



## RECOMMENDATIONS

1. Complete all requested follow up
2. Continue to prioritise service renewal in line with priorities recommended in the survey
3. Consider more initiatives to support well being and reduce loneliness
4. Continue to build on the value residents place on family and community to support community initiatives.
5. Use projections on requests for digital support, job search support and financial inclusion advice to plan services
6. Use employment figures to help shape income collection plans
7. Working with others assess the further the impact of the lockdown on education for children and promote lifetime learning for adults
8. Explore differences in experience between BAME and Non-BAME residents

# Change, Recovery & Priorities- Interest in giving feedback



## RECOMMENDATIONS cont.'

9. Follow up email addresses to explore on- line surveys with tenants and leaseholders
10. Explore extending online surveys for consultation building on work on policy consultation
11. Contact all uninvolved residents who are interested in focus groups (video and in person, to assess how we can link into existing options- training or existing groups)
12. Use survey with involved residents alongside these results to shape involvement plans further