



Easthall Park Housing Co-operative

Covid Snapshot Survey

June 2021

Prepared by:

Research Resource

Prepared for:

Easthall Park Housing Co-operative

Contact: Lorna Shaw

Tel: 0141 641 6410

Contact: Sharon Flynn

Tel: 0141 781 2277





Report written by: Lorna Shaw

Lorna A Shaw

Date: 07/06/2021

Reviewed by: Elaine MacKinnon

Elaine MacKinnon

Date: 07/06/2021

Easthall Park Housing Co-operative

Covid Snapshot Survey 2021

Contents

1. EXECUTIVE SUMMARY	4
2. INTRODUCTION AND METHODOLOGY.....	7
2.1 Introduction.....	7
2.2 Background and objectives.....	7
2.3 Questionnaire design	7
2.4 Research Method and Sample Size	7
2.5 Interviewing and Quality Control.....	8
2.6 Survey Analysis and Reporting	8
3. KEY FINDINGS OF RESEARCH.....	9
3.1 Being kept informed during the pandemic (Q1-3)	9
3.2 Wellbeing calls (Q4-Q6)	12
3.3 Support provided by Easthall Park during the pandemic (Q6-Q7)	13
3.4 Making a difference to the community (Q8)	14
3.5 Contact with Easthall Park during lockdown (Q9-10).....	15
3.6 Impact of the office closure (Q11)	17
3.7 Satisfaction with the level of service provided by Easthall Park during the pandemic (Q12)	17
3.8 Suggestions of improvement to support tenants during the pandemic (Q13)	19
3.9 What was of most concern during the pandemic? (Q14).....	20
3.10 Communication with family and friends (Q15)	20
3.11 Internet access (Q16).....	21
3.12 Online activity (Q17)	22
3.13 Being affected financially by the COVID-19 crisis (Q18).....	24
3.14 Future contact with Easthall Park (Q19-21).....	25
3.15 Office opening hours (Q20-Q21)	26
3.16 Further assistance requests (Q22)	27
3.17 Suggestions of focus Easthall Park as we move out of lockdown (Q23) .	28
3.18 Tenant profile (Q24-Q27)	29

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

1. EXECUTIVE SUMMARY

INTRODUCTION

- Easthall Park Housing Co-operative commissioned Research Resource to carry out a Snapshot Tenant Satisfaction Survey on their behalf.
- A total of 248 telephone interviews were carried out with Easthall Park tenants in order to assess satisfaction with the Co-operative and the services it has been providing during the Covid lockdown. The survey also sought to understand tenants contact and communications preferences, support needs and the impact of Covid.
- 248 interviews represents a 36% response rate from the Co-operative's tenant base and provides data accurate to $\pm 5\%$ (based upon a 50% estimate at the 95% confidence interval).
- Interviews took place between the 18th May to 1st June.
- This executive summary highlights the key findings from this programme of research.

KEY FINDINGS

Experience with Easthall Park during the pandemic

- 87% felt Easthall Park has kept them informed of the changes to services available due to COVID-19.
- Those who were kept informed were most likely to have said they obtained information on the changes to services via letter (56%) or via a text from the Co-operative (47%).
- 30% of respondents said they had received a phonecall from Easthall Park regarding their wellbeing during lockdown. Of these, 95% found the call helpful.
- 85% were either very or fairly satisfied with the service provided by Easthall Park throughout the pandemic compared to 8% who were neither satisfied nor dissatisfied and 6% who were dissatisfied.
- Three quarters of tenants (75%) had not received any assistance from any of the support services supported, funded or directly provided by Easthall Park. Where tenants had received support this was most likely to be assistance with food (e.g. food bank or hot meals provided) (20%) or welfare rights assistance (7%). All tenants who received support from the Co-operative (100%) were either very or fairly satisfied with the support or advice they received.
- Respondents were told that Easthall Park's purpose is "making a difference to our community". They were then asked if they felt the Co-operative is achieving this. The majority of respondents (87%) said they felt the Co-operative was achieving this.

- Just over half of respondents (56%) had been in contact with Easthall Park during the lockdown period. The most common reasons for contact were repairs (61%) and rent (12%). 79% of those who had contact were either very or fairly satisfied with this contact.
- When asked if the office being closed due to Covid has changed how they contact the Co-operative, the greatest proportion of respondents (59%) said that they usually phone so their contact is no different. However 18% said they now phone instead of visiting and 4% said they now email instead of visiting.
- Taking into account the Covid restrictions imposed by the Scottish Government, respondents were asked how satisfied they were with the level of service provided by Easthall Park through the pandemic. The vast majority (90%) said they were either very or fairly satisfied.
- All tenants were asked if there was anything more they believed Easthall Park could have done to support tenants during the pandemic. Just 14% of respondents (n=35) felt there were things they would have liked the Co-operative to have done to help tenants more. The top two suggestions made by tenants more contact to see if support was needed (26%) and for more information to have been provided (17%).

Internet usage

- When asked how they had kept in touch with family or friends during lockdown, the most common method was by phone (94%) followed by text message (68%), Facetime (40%) and WhatsApp (37%).
- Almost 3 in 4 tenants access the internet in some way (73%). Tenants were most likely to have access to the internet via a smartphone (60%).
- Those who go online were asked what they have done online during lockdown. 62% have used online banking, 62% have gone online for entertainment and 60% have used video calls.

Contact with Easthall Park

- All respondents were asked how they would prefer to get information on changes to services from Easthall Park. Text was most preferred by tenants with 50% stating they would prefer to find out about changes to services in this way, followed by letters (40%), the Co-operative's newsletter (23%) and then via a telephone call from the Co-operative (23%).
- It was explained that moving forward, and to ensure social distancing, the Co-operative may be encouraging contact methods other than face to face. Respondents were then asked how they would prefer to contact the Co-operative. Most commonly noted was by phone (86%) followed by text message (17%).
- Just 2% of respondents said they would like to be able to access Co-operative services out with the Co-op's normal working hours.

Impact of the pandemic

- When asked what was of the most concern or caused the greatest difficulty during Covid, the most common responses were not seeing family or friends (15%), not being able to socialise/ get out (15%) and Mental/ ill health (14%).
- Over two thirds of respondents (67%) said they had not seen any change in their financial situation since the COVID-19 crisis. On the other hand, 6% of respondents said they were much or slightly better off and 27% said they were slightly or much worse off.
- Finally, tenants were asked about what tenants believe the Co-operative could now do to support tenants out of lockdown. Half of tenants (50%) had no suggestions. On the other hand, 14% of respondents suggested a focus on repairs, 7% suggested checking on the vulnerable/ elderly, 4% said helping tenants generally, 4% said getting back to normal and 4% said financial assistance/ support.

2. INTRODUCTION AND METHODOLOGY

2.1 Introduction

This report represents and discusses the findings to emerge from a Snapshot Tenant Survey carried out on behalf of Easthall Park Housing Co-operative.

2.2 Background and objectives

The aim of the research was to seek tenants' views on the services Easthall Park has been providing during the Covid pandemic and the impact of the pandemic on tenants. Specifically, the research was designed to provide tenants views on the following:

- Co-operative performance during the pandemic
- How they have been kept informed during the pandemic
- How they wish to be kept informed moving forward
- Impact of the office closure on the way tenants have contacted the Co-op
- How do they wish to contact the Co-op moving forward
- Impact of the pandemic on tenants
- Tenant priorities for the Co-operative as we move out of lockdown

It is against this background that Research Resource were commissioned to carry out Easthall Park's Snapshot Tenant Survey 2021.

2.3 Questionnaire design

After consultation with Easthall Park Housing Co-operative, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation. A copy of the questionnaire used is available in Appendix 1 of this report.

2.4 Research Method and Sample Size

Interviews were carried out using a telephone methodology. Our primary reasons for recommending this were:

- Administering the survey utilising interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Co-operative.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.
- All Covid-19 social distancing guidelines are adhered to.

A total of 248 interviews were carried out with participants, representing a 36% response rate from the Co-operative's overall tenant base and providing data accurate to +/-5% (based upon a 50% estimate at the 95% level of confidence).

2.5 Interviewing and Quality Control

Interviews were conducted in accordance with our ISO20252 accredited policies and procedures and in line with the Market Research Society Code of Conduct. Interviewing took place between the 18th May to 1st June 2021.

2.6 Survey Analysis and Reporting

This report describes the key findings from the survey. Analysis has been carried out by tenants age to provide further insight into the findings, where the differences between groups are significant.

Comparison has also been drawn to questions asked within other tenant surveys carried out by Research Resource for other Registered Social Landlords in order to assess satisfaction with landlord performance during lockdown.

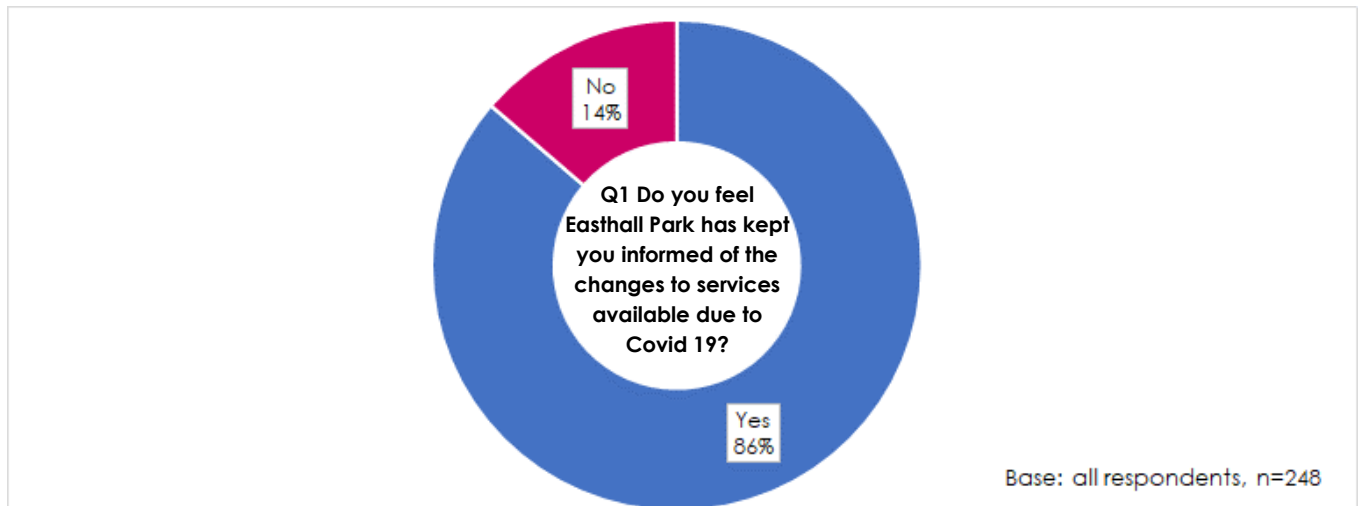
When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%.

The total number of participants to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of participants, this is because participants may be 'routed' past some questions if they are not applicable.

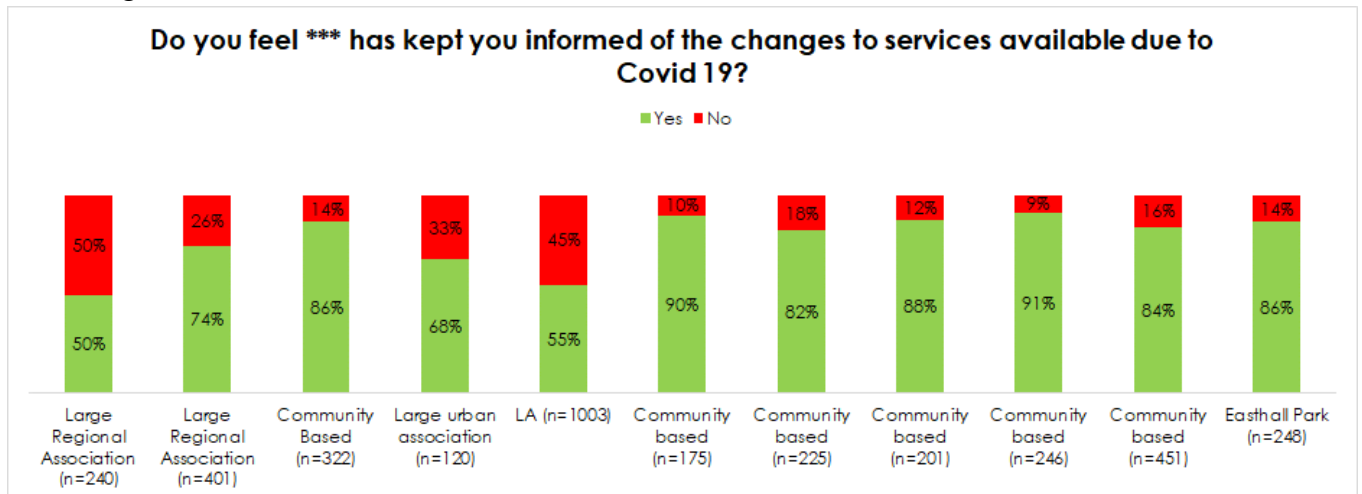
3. KEY FINDINGS OF RESEARCH

3.1 Being kept informed during the pandemic (Q1-3)

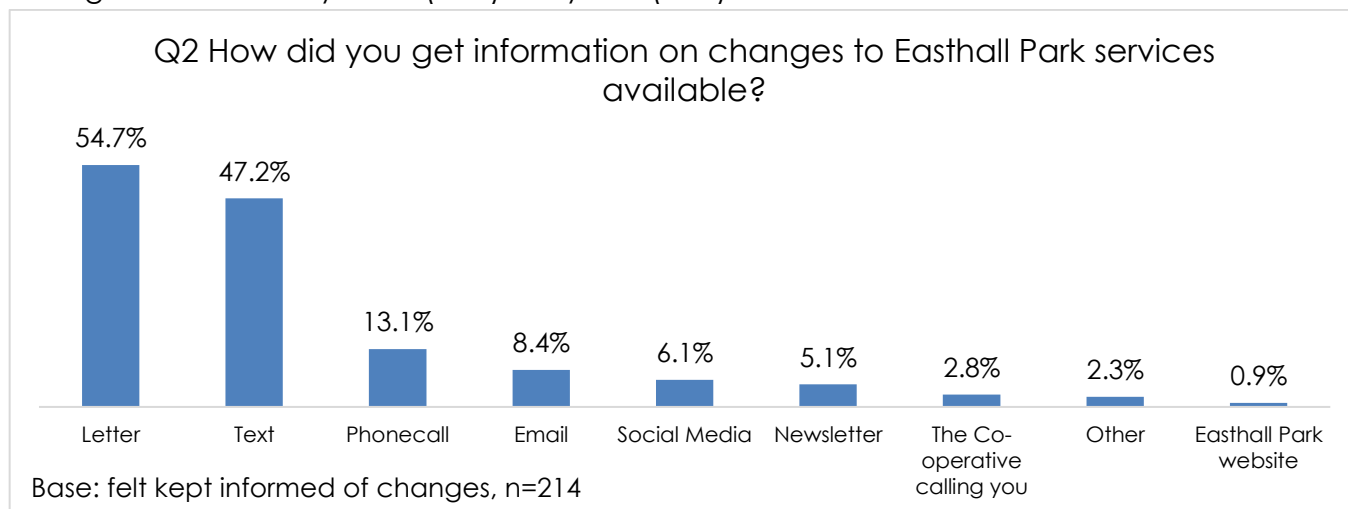
The survey opened by asking tenants whether they felt Easthall Park Housing Co-operative has kept them informed of the changes to service available during the COVID-19 pandemic. Over 8 in 10 tenants (86%) answered 'yes' to this statement.



Comparison of this question shows that the proportion of Easthall Park tenants answering 'yes' to this question is higher than the average reported across other organisations of 77%. As can be seen below the proportion of respondents answering yes ranges from 50% to 91% across other organisations.



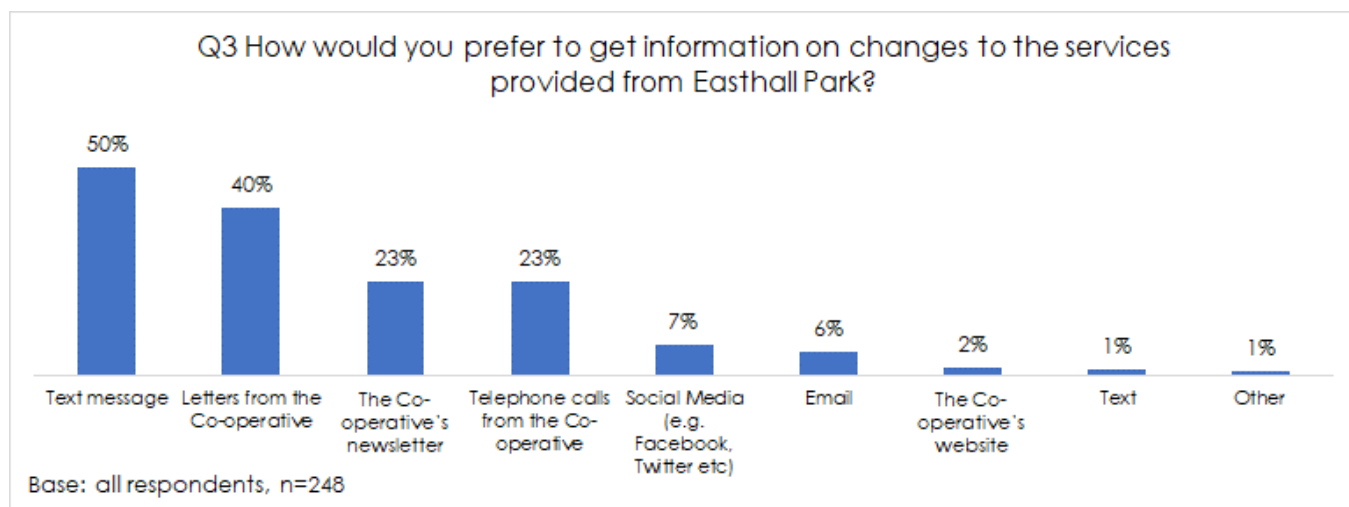
Those who were kept informed were most likely to have said they obtained information on the changes to services by letter (70%) or by text (47%).



Analysis by age reveals that older tenants were significantly less likely to have obtained information on the changes to services during the pandemic via digital methods than younger tenants. For example, respondents aged 65 and over were most likely to have been kept informed by letter (66%) and phonecall (34%) whereas respondents aged under 35 were most likely to have been kept informed by text message (63%).

Q2 How did you get information on changes to Easthall Park services available? ALL THAT APPLY				
	16-34	35 to 54	55 to 64	65+
Base: felt kept informed	32	77	67	38
Text	63%	48%	52%	24%
Letter	53%	56%	48%	66%
Social Media	13%	5%	6%	3%
Email	9%	10%	8%	5%
Newsletter	9%	4%	3%	8%
Phonecall	6%	8%	10%	34%
Other	3%	3%	2%	3%
Easthall Park website	-	1%	2%	-
The Co-operative calling you	-	-	5%	8%

All respondents were asked about their communication preferences. Text message was most commonly noted (50%) followed by letters from the Co-operative (40%).

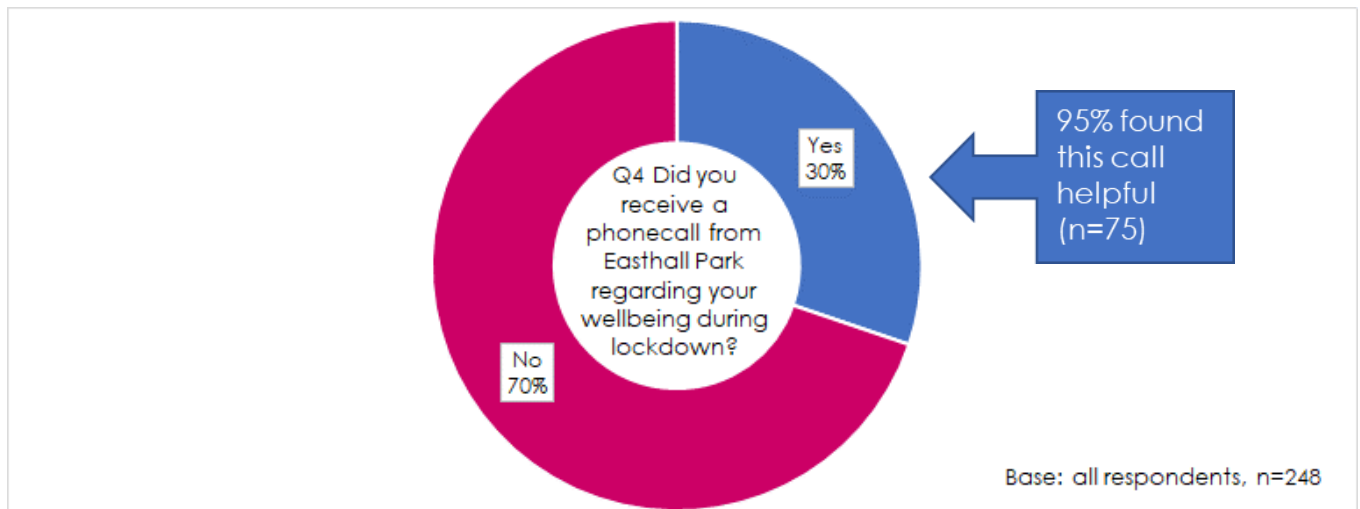


Analysis by age reveals that respondents of working age (under 65) were most likely to note that text message was their preference whereas those aged 65+ were most likely to state letters from the Co-operative (57%). Younger respondents were also more likely to note social media as a preference (16% of those aged 16-34) than those aged 65+ (2%).

Q3 How would you prefer to get information on changes to the services provided from Easthall Park?				
	16-34	35 to 54	55 to 64	65+
Base	37	87	78	46
Text message	65%	55%	55%	20%
Letters from the Co-operative	35%	36%	39%	57%
The Co-operative's newsletter	19%	29%	19%	20%
Telephone calls from the Co-operative	22%	12%	22%	46%
Social Media (e.g. Facebook, Twitter etc)	16%	6%	8%	2%
Email	8%	6%	6%	2%
The Co-operative's website	-	2%	1%	2%
Text	-	2%	1%	-
Other	-	1%	-	2%

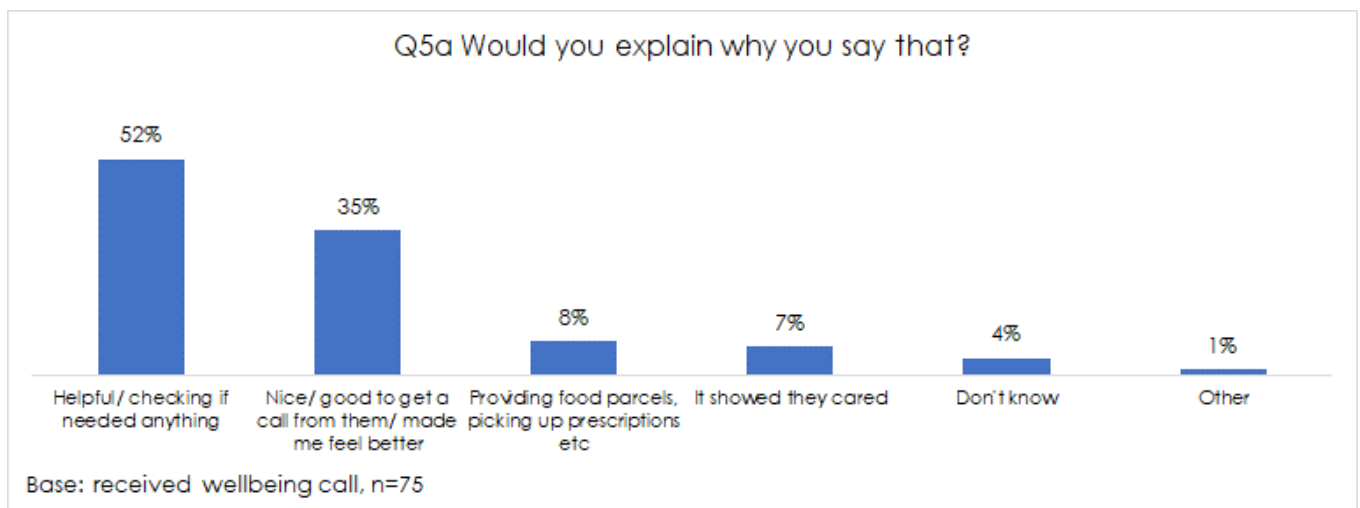
3.2 Wellbeing calls (Q4-Q6)

Almost one third of respondents (30%) said that they had received a phonecall from Easthall Park regarding their wellbeing during lockdown.



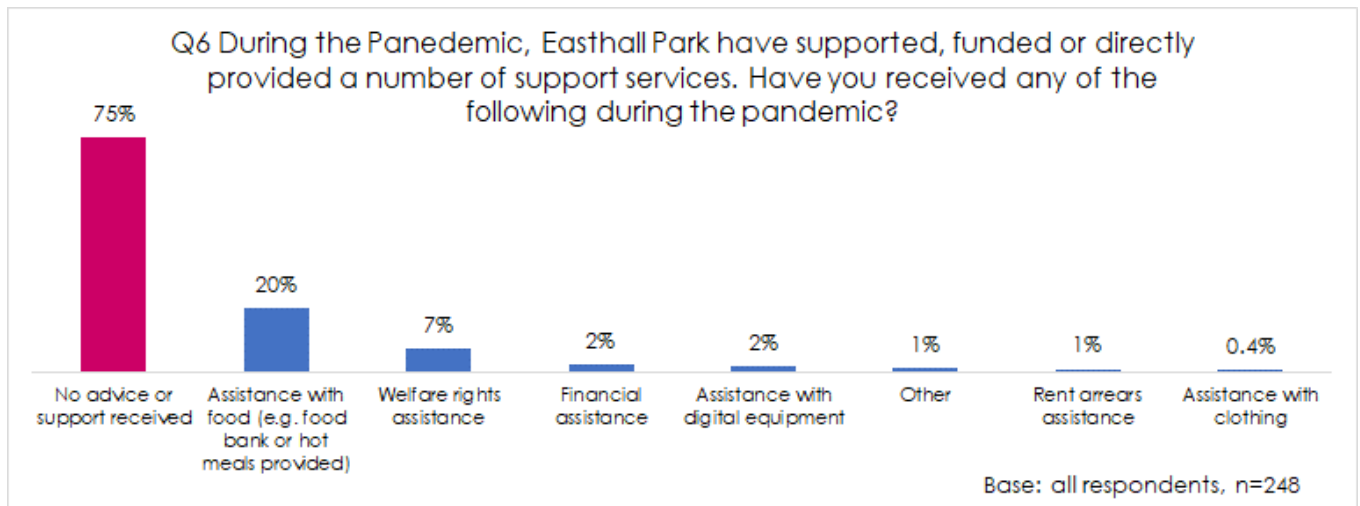
Where they had received a phonecall, 95% said that they found this helpful.

When asked why they found this helpful, 52% said that they found it helpful to have a check to see if they needed anything and 35% said it was nice to get a call/ that it made them feel better.

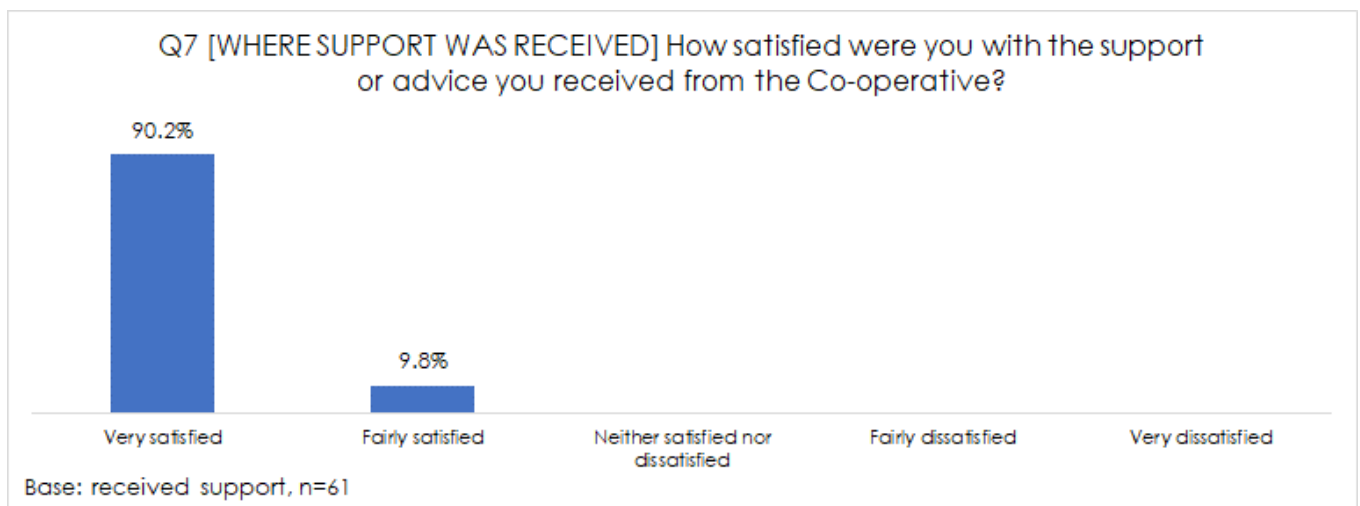


3.3 Support provided by Easthall Park during the pandemic (Q6-Q7)

It was explained that during the Pandemic, Easthall Park have supported, funded or directly provided a number of support services. Tenants were then asked if they have received help from any of these services during the Pandemic. Three quarters of respondents said they had not received any of these support services during the pandemic. Where they had, most commonly received was assistance with food (20%) and welfare rights assistance (7%).

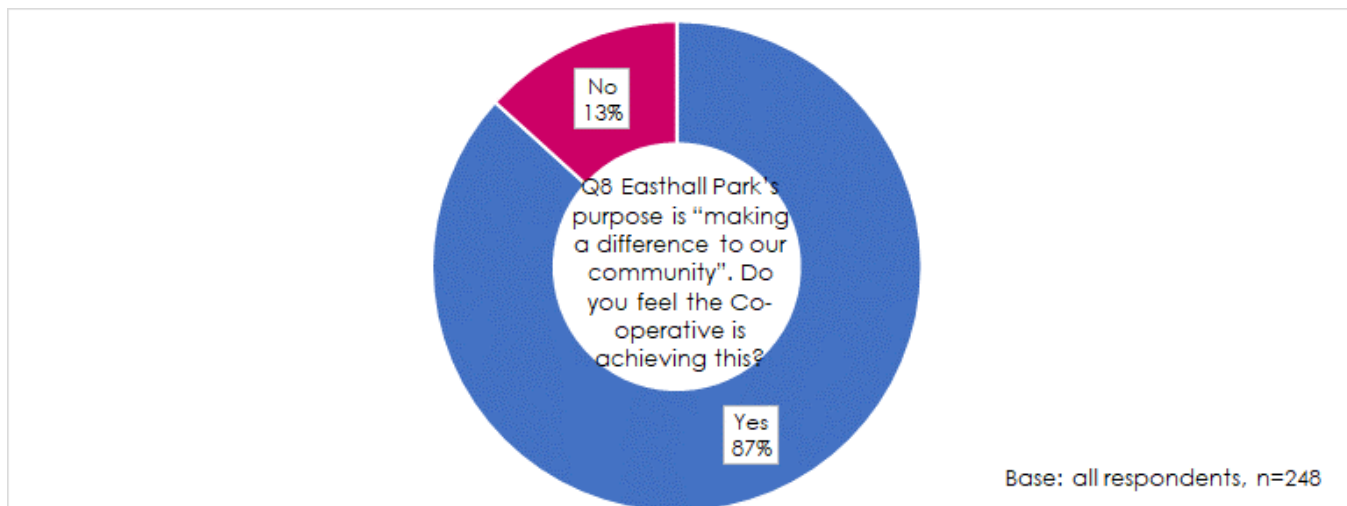


Where support had been received, respondents were very happy with this, with 100% stating that they were either very or fairly satisfied.



3.4 Making a difference to the community (Q8)

Tenants were told that Easthall Park’s purpose is “making a difference to our community”. They were then asked if they feel Easthall Park is achieving this. The vast majority, 87%, said that they feel the Co-operative is achieving this.

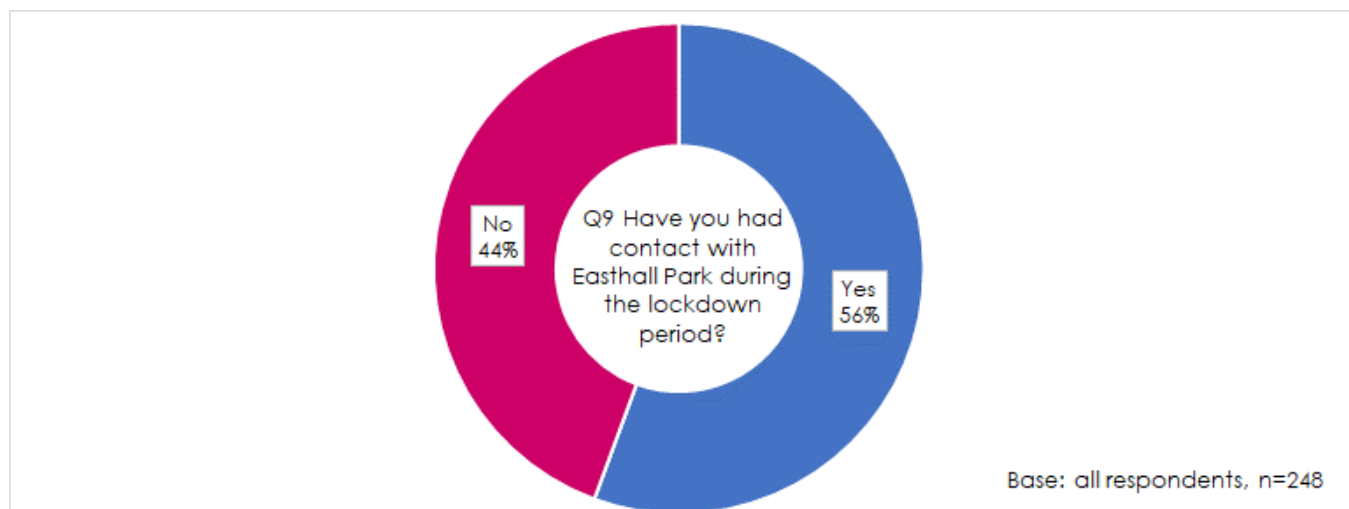


Where respondents did not feel the Co-operative was achieving this (n=33), they were asked if they could explain what they thought the Co-op could do to make a difference. The most common responses were that they do not see any difference (24%) and 24% also noted that more communication or keeping tenants informed of what they were doing would be helpful.

Q8b Please explain what else you think they could do to make a difference to the community		
Base: do not think Co-op is achieving purpose, n=33	No	%
Don't see any difference	8	24.2%
More of communication/ keep us informed	8	24.2%
Area untidy with litter/ rubbish – tidy up	6	18.2%
Don't know	4	12.1%
Other	4	12.1%
Upgrade/ improve homes	2	6.1%
Dealing with repairs	2	6.1%

3.5 Contact with Easthall Park during lockdown (Q9-10)

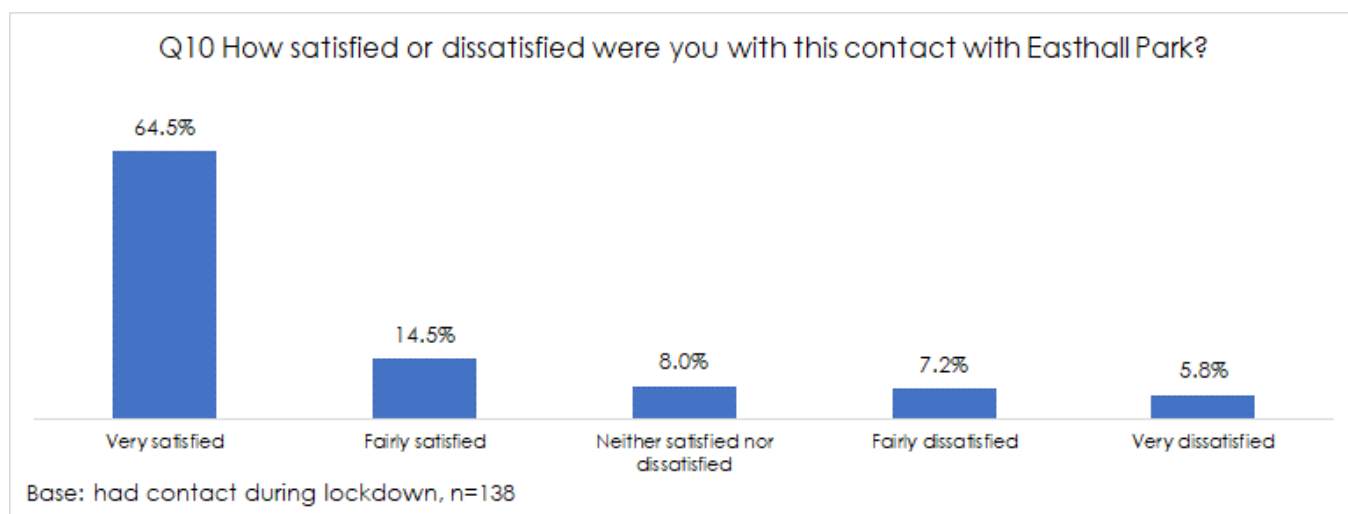
Just over half of respondents (56%) said that they have had contact with Easthall Park during lockdown.



This was most commonly about repairs (61%) and rent (12%).

Q9a Please explain your reason for contact during lockdown	
Base: had contact during lockdown, n=138	%
Repairs	61%
Rent	12%
Other	9%
Welfare rights/ universal credit	7%
ASB/ ASN	4%
Moving house	4%
Food parcels	3%
Boiler service	3%
Maintenance of back courts	2%

Where they have had contact, respondents were asked how satisfied or dissatisfied they were with this. As shown, 79% said that they were satisfied with this contact compared to 13% who said they were dissatisfied.



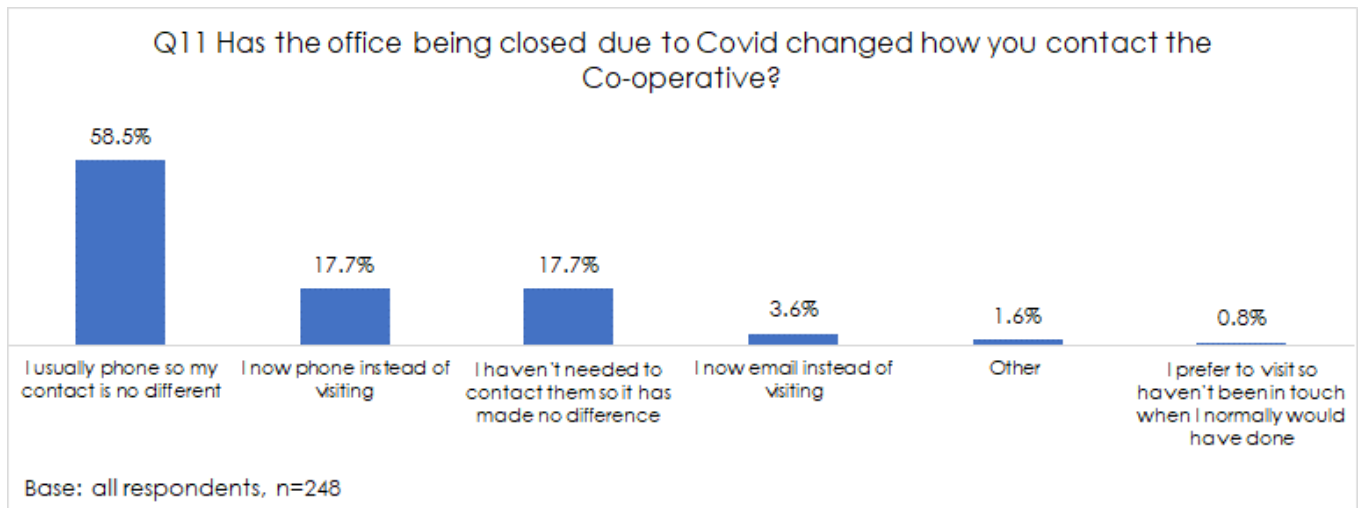
Analysis shows that satisfaction varied significantly depending upon the reason for contact with satisfaction greatest with respect to food parcels (100%) and welfare rights (100%). Satisfaction was lower when the contact was about moving house (60%) and back court maintenance (67%). Please note that care should be taken when reading this analysis due to the small numbers involved.

Q10 How satisfied or dissatisfied were you with this contact with Easthall Park?									
	Repairs	Rent	Moving house	Food parcels	Welfare rights/ universal credit	ASB/ ASN	Back courts	Boiler service	Other
Base	84	17	5	4	9	6	3	4	12
Very satisfied	61.9%	70.6%	60.0%	75.0%	100.0%	50.0%		50.0%	83.3%
Fairly satisfied	14.3%	11.8%		25.0%		33.3%	66.7%	25.0%	
Neither satisfied nor dissatisfied	11.9%	5.9%				16.7%			
Fairly dissatisfied	7.1%	5.9%	20.0%					25.0%	8.3%
Very dissatisfied	4.8%	5.9%	20.0%				33.3%		8.3%
% satisfied	76.2%	82.4%	60.0%	100.0%	100.0%	83.3%	66.7%	75.0%	83.3%

3.6 Impact of the office closure (Q11)

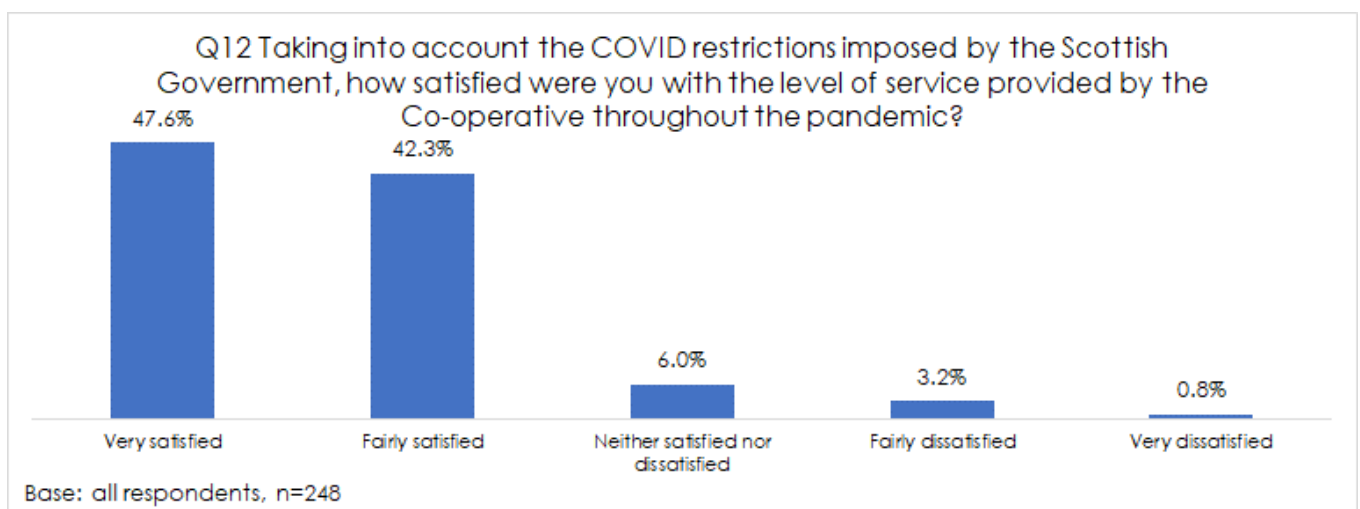
When asked if the office being closed due to Covid has changed how they contact the Co-operative, 59% said that they usually phone so their contact is no different and 18% said that they haven't needed to contact the Co-op so it has made no difference.

However, 18% said they now phone instead of visiting and 4% now email instead of visiting. Just under 1% said that they prefer to visit so they haven't been in touch when they normally would have done.

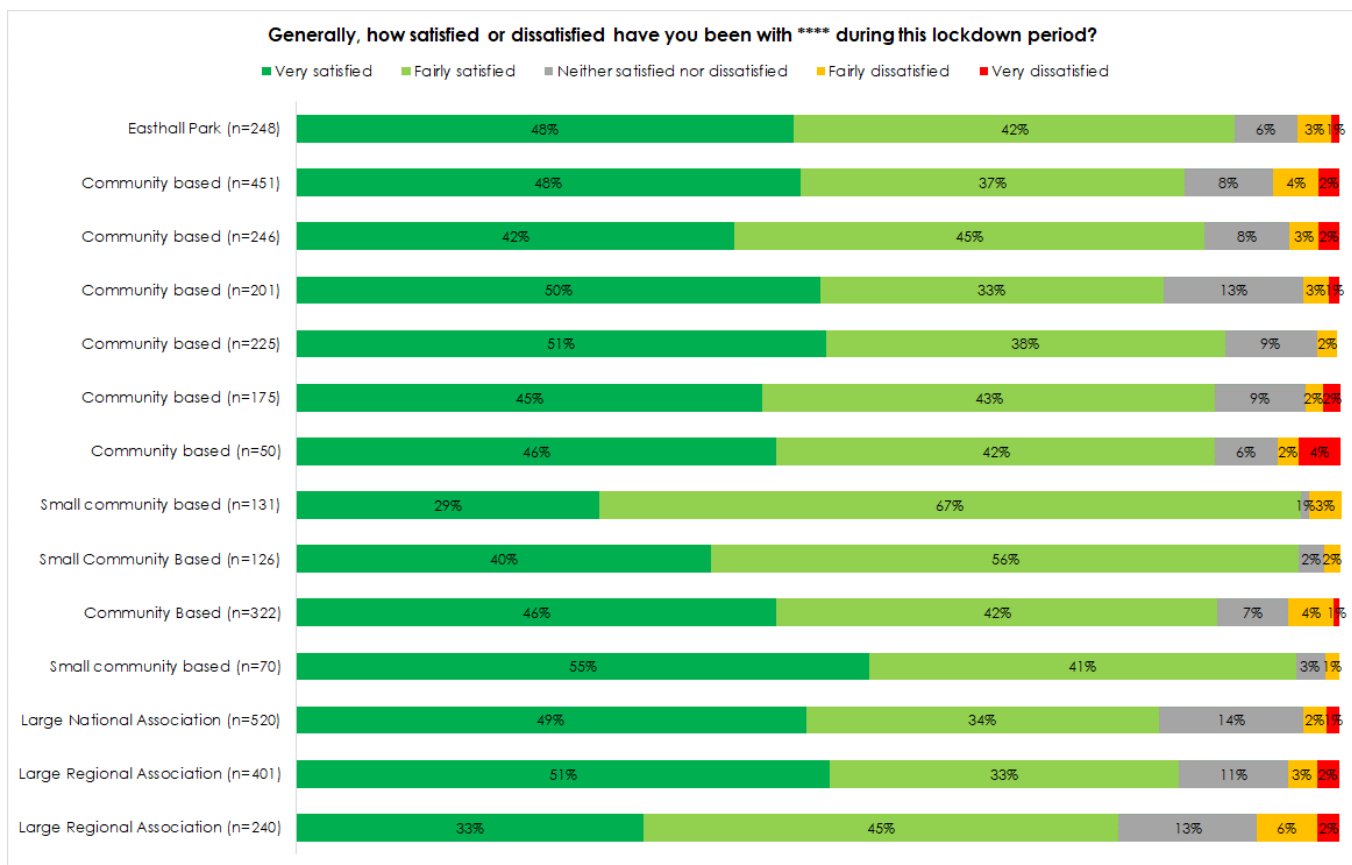


3.7 Satisfaction with the level of service provided by Easthall Park during the pandemic (Q12)

Nine out of ten (90%) are either very or fairly satisfied with the service provided by Easthall Park throughout the pandemic compared to 6% who were neither satisfied nor dissatisfied and 4% who were dissatisfied.



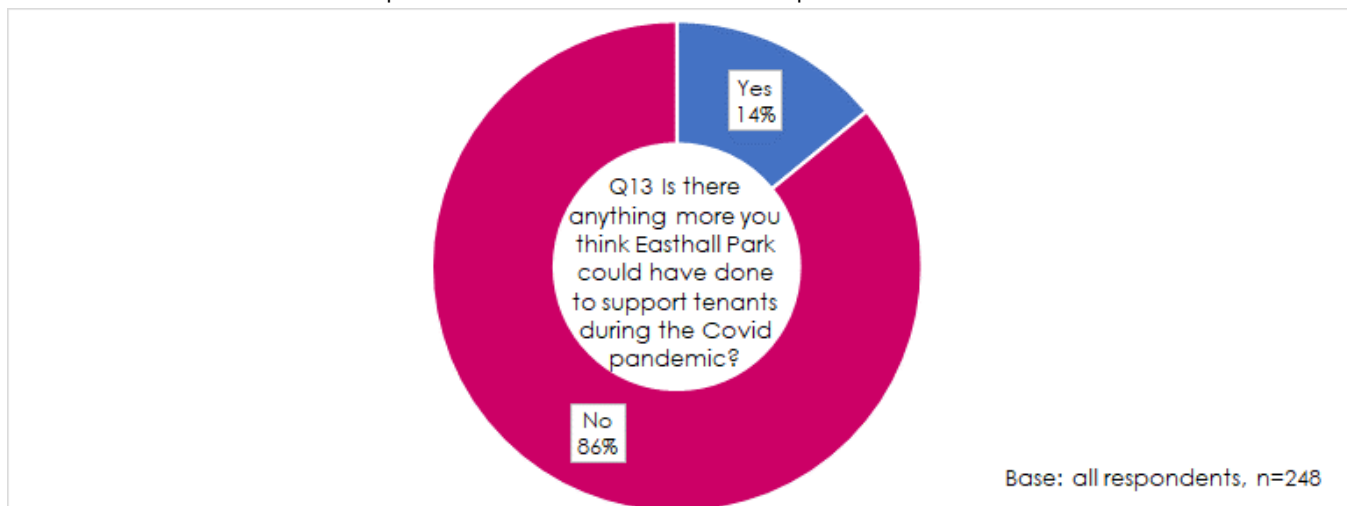
Comparison of this level of satisfaction shows that Easthall Park's tenant satisfaction during this period is just slightly above the average reported across other organisations where the average satisfaction has been 88%.



NB question wording for Easthall Park was "Taking into account the COVID restrictions imposed by the Scottish Government, how satisfied were you with the level of service provided by the Co-operative throughout the pandemic?"

3.8 Suggestions of improvement to support tenants during the pandemic (Q13)

All tenants were asked if there was anything more they believed Easthall Park could have done to support tenants during the pandemic. 14% of respondents felt there were things they would have liked the Co-operative to have done to help tenants more.



The top two suggestions made by tenants, where they believed there was more that Easthall Park could have done, were for the Co-operative to have communicated more to check if tenants needed support (26%), for more information to have been provided (17%), an improved repairs service (14%) and financial support (14%).

Q13a Please explain what else Easthall Park could have done to support tenants		
Base: believed there was more that could have been done, n=35	No	%
More communication to check if needed support	9	25.7%
Provided more information	6	17.1%
Better repairs service	5	14.3%
Financial support	5	14.3%
Help for elderly/ vulnerable tenants	3	8.6%
Other	3	8.6%
Help with mental health	2	5.7%
Garden maintenance	2	5.7%
Cleaning up litter/ rubbish	2	5.7%
Someone in office to answer calls	2	5.7%

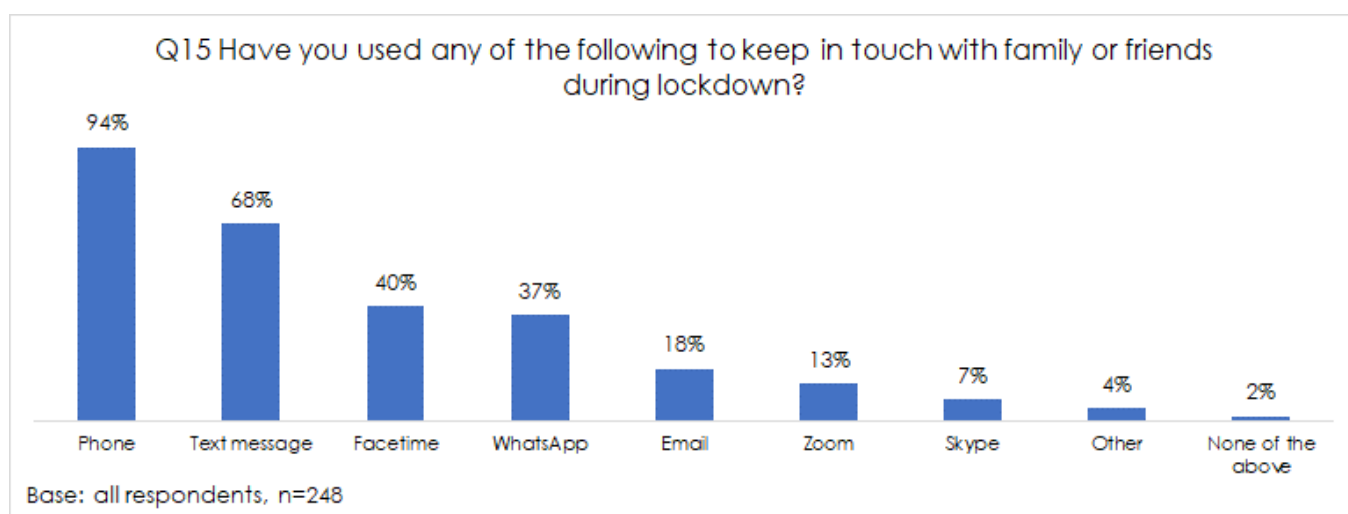
3.9 What was of most concern during the pandemic? (Q14)

All respondents were asked an open question regarding what was of most concern or had caused the greatest difficulty during the pandemic. Encouragingly, 27% said 'nothing'. Most commonly noted were not seeing family / friends (15%), not socialising / getting out (15%), mental/ ill health (14%) and isolation / shielding at home (11%).

Q14 What was of most concern or caused the greatest difficulty during this time?		
Base: all respondents, n=248	No	%
Nothing	66	26.6%
Not seeing family/ friends	36	14.5%
Not socialising/ getting out	36	14.5%
Mental/ ill health	34	13.7%
Isolation/ shielding at home	28	11.3%
Catching the virus	18	7.3%
Financial worries	13	5.2%
Losing job/ not working	13	5.2%
No services being carried out e.g. repairs/ communal	9	3.6%
ASB/ ASN	5	2.0%
Don't know	4	1.6%
Other	3	1.2%

3.10 Communication with family and friends (Q15)

In terms of keeping in touch with family or friends during lockdown, phone was the most commonly used method (94%), followed by text message (68%), Facetime (40%) and What's App (37%).



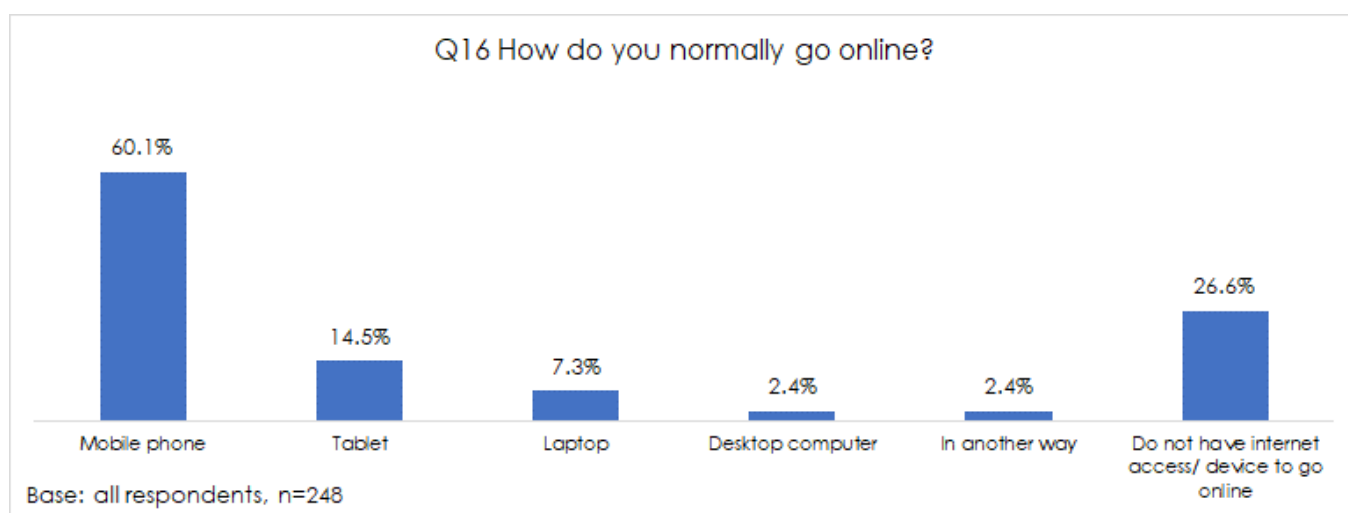
Whilst telephone is the most commonly used method for all age groups, it can be seen that methods such as Facetime and Zoom are much more likely to have been used by younger respondents than those aged 65 and over. For example 60% of respondents aged 16-34 have used Facetime compared to 7% of those aged 65+. Similarly, 27% of respondents aged 16-34 have used Zoom compared to 2% of those aged 65+.

Text message and WhatsApp are also more likely to be used by respondents aged under 65 than those aged over 65, with the greatest proportions using these communications methods in the 16-34 and 35-54 age groups.

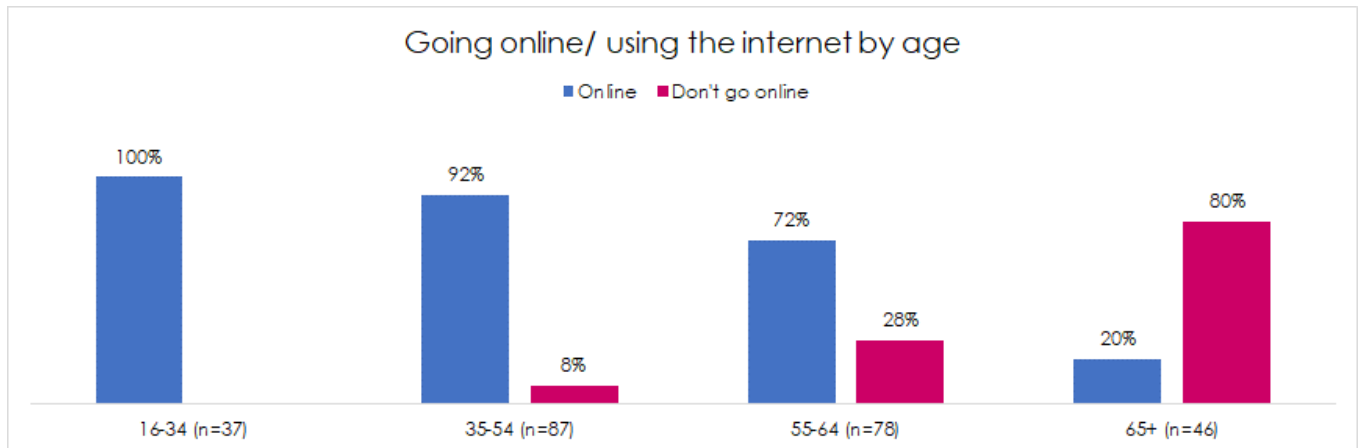
Q15 Have you used any of the following to keep in touch with family or friends during lockdown? ALL THAT APPLY				
	16-34	35 to 54	55 to 64	65+
Base	37	87	78	46
Phone	97%	92%	96%	94%
Text message	84%	79%	64%	41%
Facetime	60%	54%	33%	7%
WhatsApp	54%	52%	30%	7%
Email	19%	23%	14%	15%
Zoom	27%	15%	10%	2%
Skype	14%	13%	1%	2%
Other	-	8%	1%	7%
None of the above	-	-	1%	7%

3.11 Internet access (Q16)

Overall, 73% of respondents go online, most commonly using a mobile phone (60%).



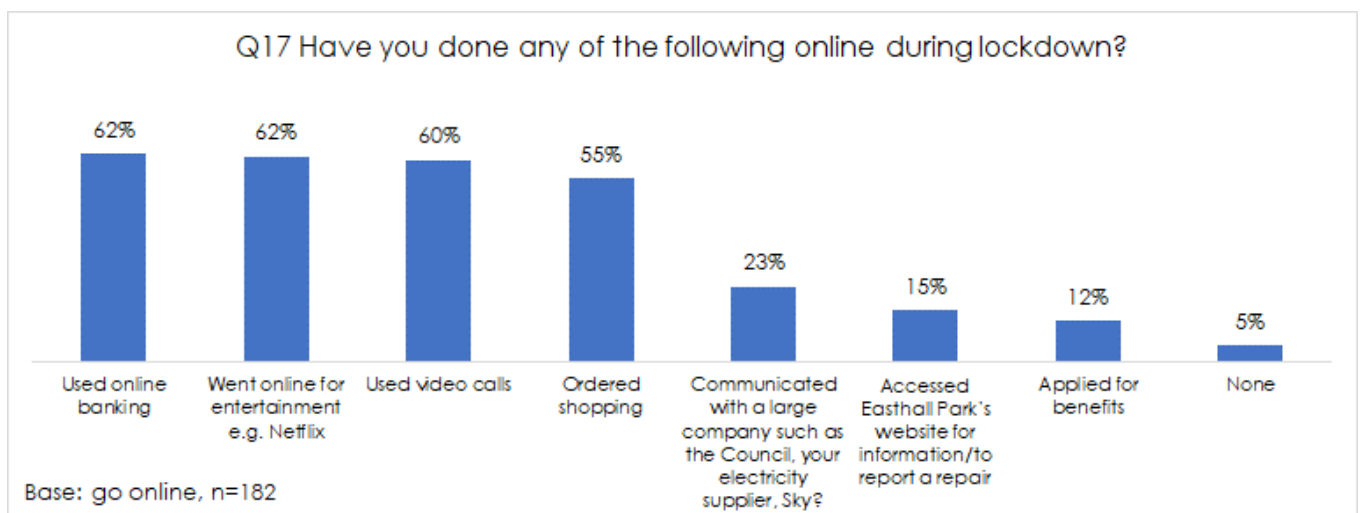
Analysis of internet usage by age shows a significant trend, with 100% of respondents aged 16-34 going online. This decreases marginally for the 35-54 age group to 92% and then again to 72% for the 55-64 age group. There is then a sharp decrease in internet usage for the 65+ age group, where usage falls to 20%.



3.12 Online activity (Q17)

Those who go online were then asked if they have done a range of activities online during lockdown. 62% of respondents have used online banking or have gone online for entertainment (e.g. Netflix), 60% have used video calls and 55% have ordered shopping.

15% of respondents have accessed Easthall Park's website.



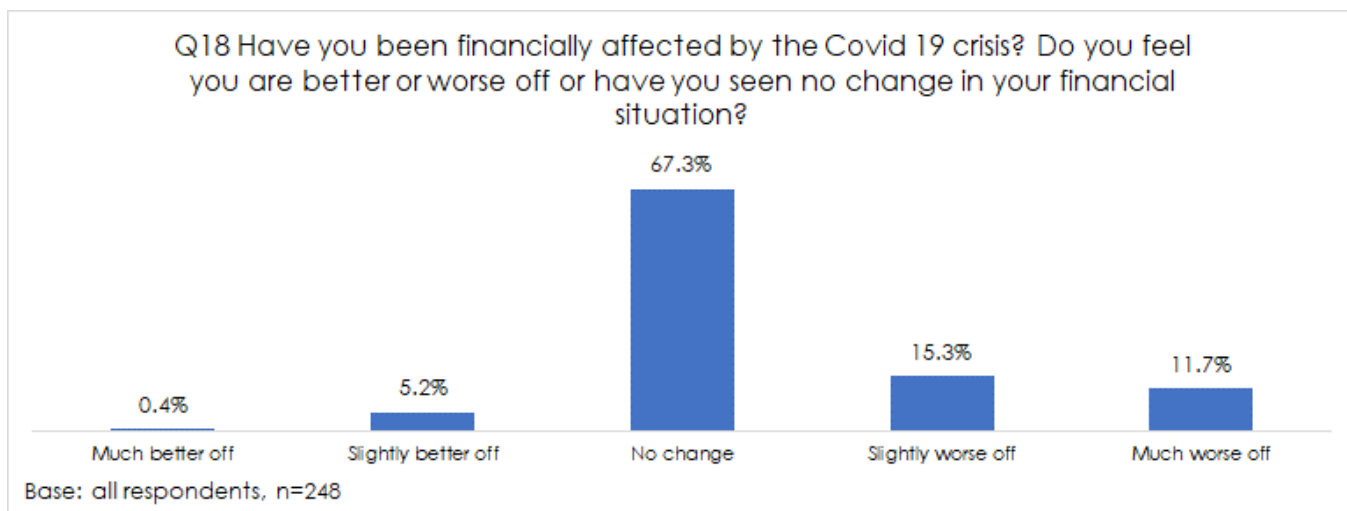
Analysis by age shows that even where older respondents are online, they are less likely to be using this as extensively and interacting the way those of working age are with, for example, 78% of those aged 16-34 using online banking compared to 44% of those aged 65+ who are online using online banking.

It is interesting to note, however, that even though very few older respondents are online, they were the age group most likely to have accessed Easthall Park's website with 33% of those aged 65+ who are online accessing the website compared to 11% of those aged 55-64 who are online and 16% of those aged under 54.

Q17 Have you done any of the following online during lockdown?				
	16-34	35 to 54	55 to 64	65+
Base: respondents who are online	37	80	56	9
Used online banking	78%	63%	54%	44%
Went online for entertainment e.g. Netflix	76%	60%	55%	56%
Used video calls	68%	63%	57%	33%
Ordered shopping	76%	51%	50%	33%
Communicated with a large company such as the Council, your electricity supplier, Sky?	24%	21%	21%	33%
Accessed Easthall Park's website for information/to report a repair	16%	16%	11%	33%
Applied for benefits	8%	10%	16%	22%
Anything else you have done online during lockdown?	8%	8%	5%	11%
None	-	9%	2%	11%

3.13 Being affected financially by the COVID-19 crisis (Q18)

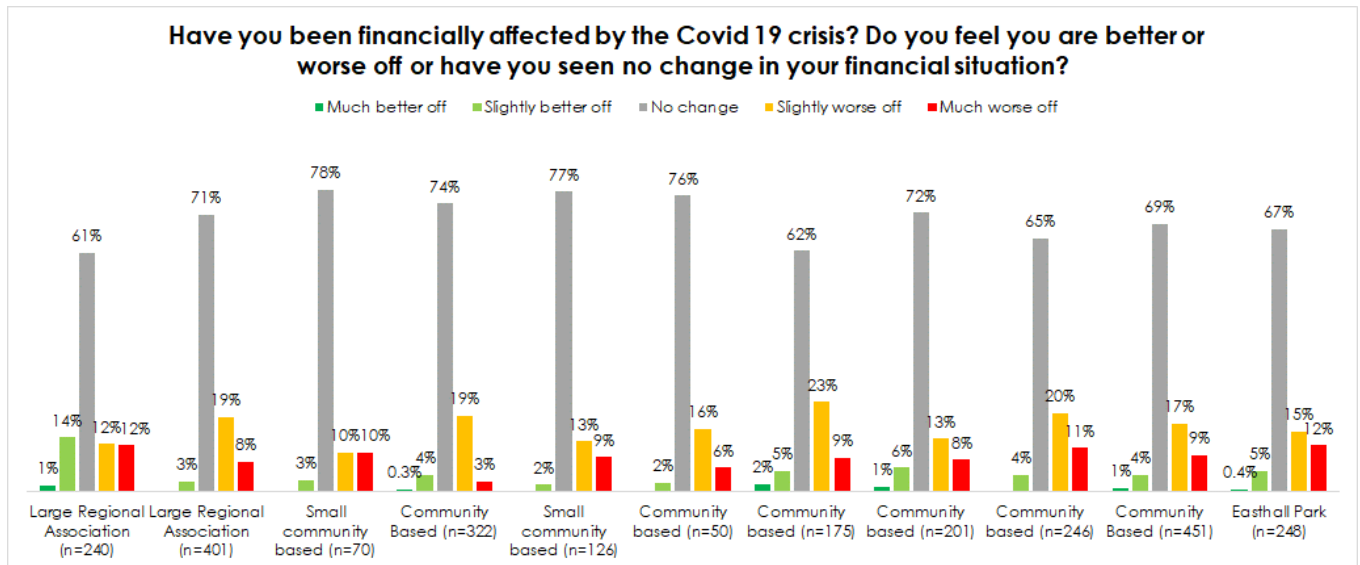
Over two thirds of respondents said they had not seen any change in their financial situation since the COVID-19 crisis. On the other hand, 6% of respondents said they were much or slightly better off and 27% said they were slightly or much worse off.



Analysis by age reveals that younger respondents aged 16-54 were most likely to have been impacted by the COVID-19 crisis with 38% of those aged under 54 stating that they are either slightly or much worse off as a result of the Covid crisis. On the other hand, respondents aged 65+ were more likely to have stated that they have seen no change (80%) or are better off (11%) than other age groups.

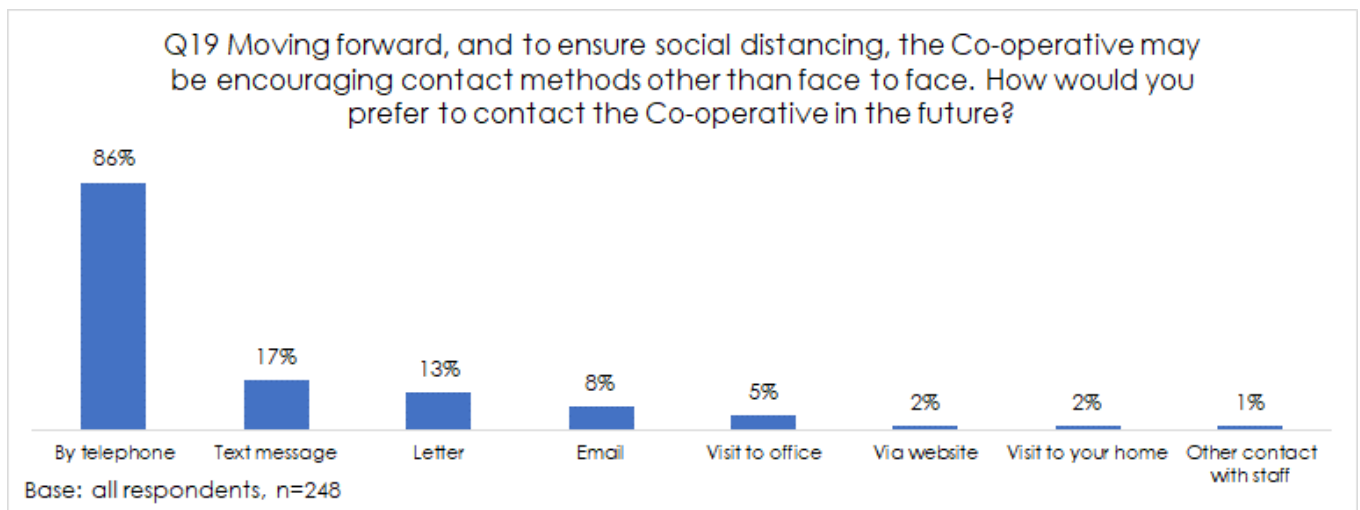
Q18 Have you been financially affected by the Covid 19 crisis? Do you feel you are better or worse off or have you seen no change in your financial situation?				
Base	16-34	35 to 54	55 to 64	65+
	37	87	78	46
Much better off	-	1%	-	-
Slightly better off	5%	2%	5%	11%
No change	57%	59%	74%	80%
Slightly worse off	27%	18%	12%	7%
Much worse off	11%	20%	9%	2%

Benchmarking analysis reveals that on average across all organisations 25% considered themselves slightly or much worse off which is only marginally lower than the 27% reported by Easthall Park tenants.



3.14 Future contact with Easthall Park (Q19-21)

When asked how they would prefer to contact the Co-operative in the future, telephone was the preferred method which was noted by 86% of respondents. This was followed by text message (17%), letter (13%) and email (8%).



Analysis by age reveals telephone is the preference for all age groups. However, notable differences are that as age increases, the proportion of respondents who wish to contact the Co-operative by letter increases, rising from 5% for those aged 16-34 up to 26% for those aged 65+.

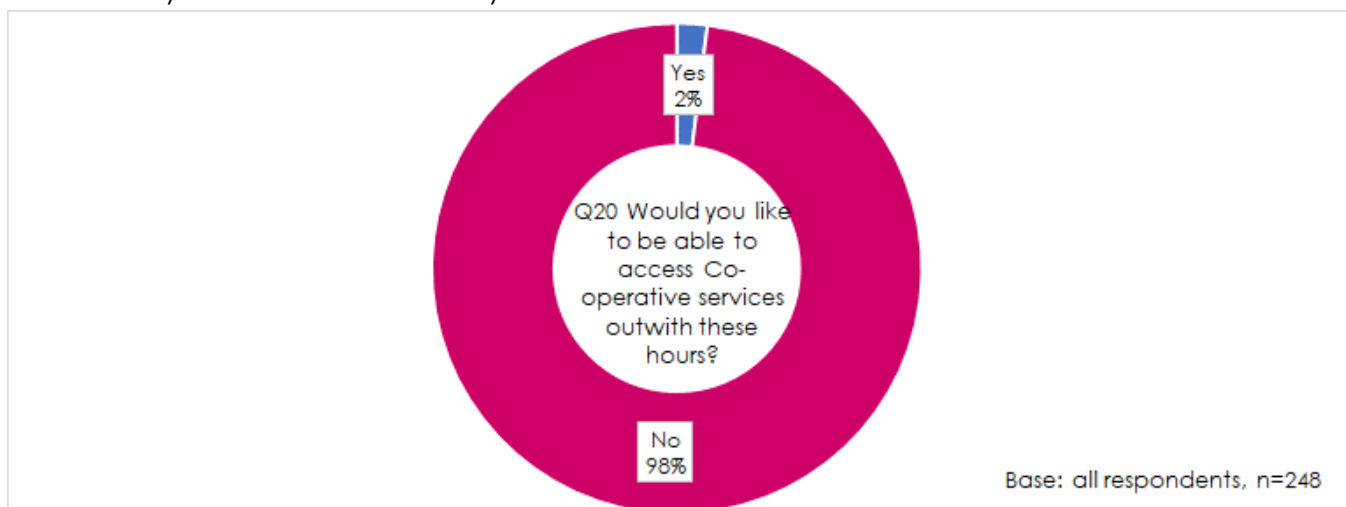
Email was much more likely to be a preference for respondents aged 16-34 with 16% of this age group citing email as a preference. This falls to 4% for those aged 65+.

It is interesting to note that text was most likely to be a preference for the 35-54 age group (24%) and the 55-64 age group (19%).

Q19 Moving forward, and to ensure social distancing, the Co-operative may be encouraging contact methods other than face to face. How would you prefer to contact the Co-operative in the future?				
	16-34	35 to 54	55 to 64	65+
Base	37	87	78	46
By telephone	81%	83%	91%	87%
Text message	5%	24%	19%	11%
Letter	5%	6%	17%	26%
Email	16%	9%	5%	4%
Visit to office	5%	2%	6%	9%
Via website	3%	1%	3%	-
Visit to your home	-	-	4%	2%
Other contact with staff	3%	1%	-	2%

3.15 Office opening hours (Q20-Q21)

Just 2% of respondents would like to be able to access Co-operative services outwith the office current opening hours of Monday, Tuesday and Thursday between 9 and 5, 9-3 on a Wednesday and 9-3:30 on a Friday.



This represents just 5 respondents. These respondents were asked when they would like to be able to access Co-operative services. Their responses were:

- *Weekend in case of emergency.*
- *The weekends.*
- *I would like to be able to access services later - during evening when my husband is home from work.*
- *One late night a week.*
- *I would like to be able to access services at the weekend when I am off work - this is my only day off.*

In terms of method, all 5 of these respondents said they would like to be able to access services by telephone, 1 said text message, 1 said visit the office and 1 said staff visit to their home.

3.16 Further assistance requests (Q22)

When asked if they would like someone from Easthall Park to contact them about any specific issues, the majority (78%) stated that they did not require any support. However, 55 said they would appreciate contact. The majority of these, 37, said they would like contact about repairs.

Q22 Would you like someone from Easthall Park to contact you about any of the following?		
Base: all respondents, n=248	No	%
On repairs	37	14.9%
About something else	12	4.8%
About paying your rent	5	2.0%
Concerns about your income	5	2.0%
About referral to the Co-operative's Welfare Benefits Service	3	1.2%
About changes in your household	2	0.8%
About energy efficiency advice	2	0.8%
No support required	193	77.8%

3.17 Suggestions of focus for Easthall Park as we move out of lockdown (Q23)

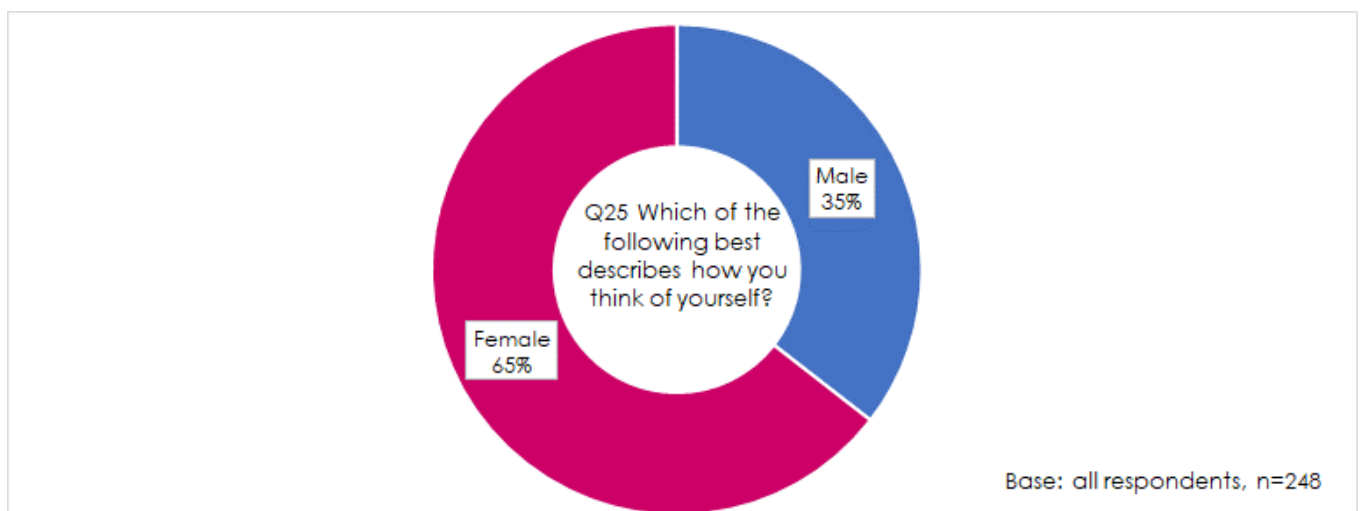
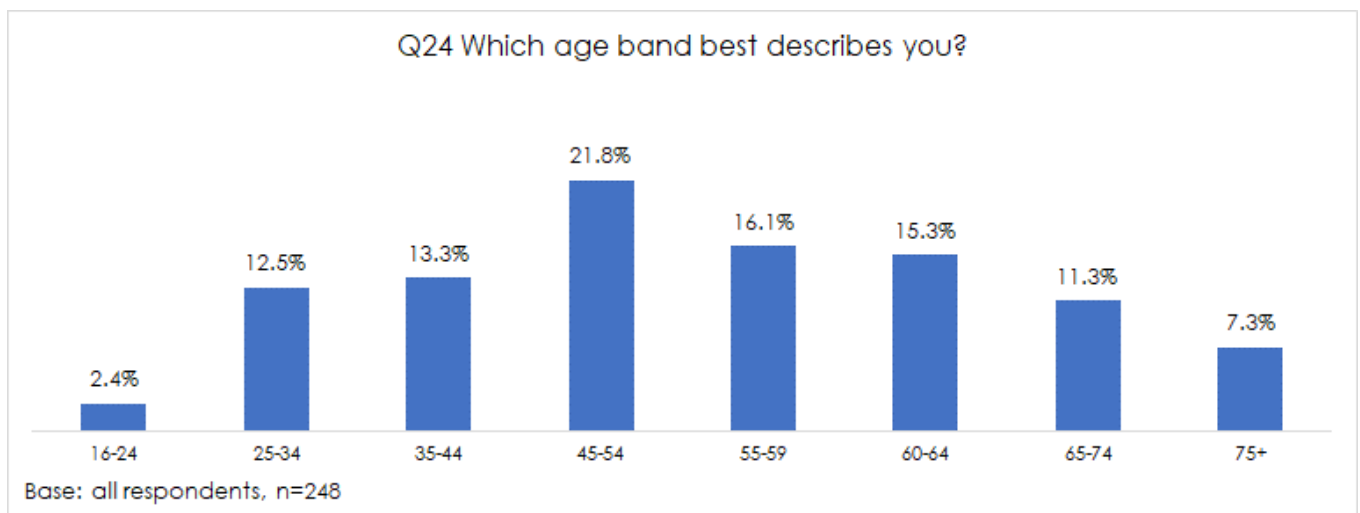
An open-ended question was asked about what tenants believe the Co-operative should be focusing on as we are now moving out of lockdown. The open responses have been coded into common themes. Half of tenants (50%) had no suggestions. On the other hand, 14% of respondents suggested carrying out repairs, 7% suggested checking on the vulnerable or elderly, 4% suggested helping tenants, 4% stated getting back to normal and 4% stated financial support.

Q23 What do you think Easthall Park should be focusing on as we are now moving out of lockdown?		
Base: all respondents, n=248	No	%
Don't know	66	26.6%
Nothing	58	23.4%
Repairs	35	14.1%
Check on vulnerable/ elderly	17	6.9%
Helping tenants	11	4.4%
Getting back to normal	10	4.0%
Financial support	9	3.6%
Area clean of litter/ rubbish	8	3.2%
Open community clubs	8	3.2%
Upgrade/ improving homes	8	3.2%
More for the kids	7	2.8%
Good communication/ information provided	7	2.8%
Dealing with ASB/ ASN	6	2.4%
Other	5	2.0%
Garden maintenance	4	1.6%
Mental health of adults/ children	3	1.2%
Close cleaning	2	0.8%

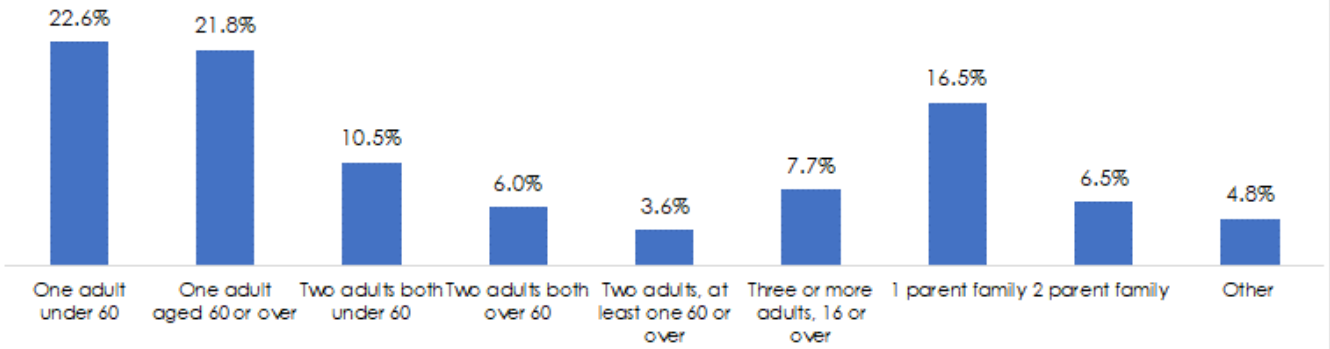
3.18 Tenant profile (Q24-Q27)

Finally, the survey sought to understand the profile of tenants. This shows the following key facts:

- 15% of respondents were aged 16-34, 35% aged 35-54, 31% aged 55-64 and 19% aged 65+.
- 65% of respondents were female and 35% male.
- The majority (44%) lived in single person households, 20% were two adult households, 17% were single parent families and 7% two parent families.



Q27 How would you describe the composition of your household?



Base: all respondents, n=248

Appendix 1

Survey Questionnaire

Project number	P1160
Project name	Easthall Park Housing Co-operative Housing Covid Snapshot Survey

INTRODUCTION (Read out) 'Hello, my name is _____. I am from Research Resource and undertaking a survey for **Easthall Park Housing Co-operative** to find out how tenants have coped during lockdown, their views on the Co-operative during this period and priorities for the future as we move out of lockdown. The survey also asks age and gender of tenants. This information is only used to create an overall picture of the profile of tenants housed by the Co-operative and will help them develop services to meet those needs. The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **Easthall Park Housing Co-operative** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Calls will be recorded for quality control purposes. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN BELOW AND RECORD RESPONDENT RRID AND SURNAME ACCURATELY- ENSURE RRID MATCHES SAMPLE DATABASE

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

[INTERVIEWER READ OUT] I'd like to begin by asking about any communications you have had with Easthall Park Housing Co-operative during lockdown.

1. Do you feel Easthall Park has kept you informed of the changes to services available due to Covid 19?

Yes	1	Go to Q2
No	2	Go to Q3

2. How did you get information on changes to Easthall Park services available? ALL THAT APPLY

Social Media	1	Go to Q3
Easthall Park website	2	
The Co-operative calling you	3	
Email	4	
Letter	5	
Phonecall	6	
Other (please specify)	7	

3. How would you prefer to get information on changes to the services provided from Easthall Park?

Social Media (e.g. Facebook, Twitter etc)	1	Go to Q4
Text message	2	
The Co-operative's website	3	
The Co-operative's newsletter	4	
Letters from the Co-operative	5	
Telephone calls from the Co-operative	6	
Other (please specify)	7	

4. Did you receive a phonecall from Easthall Park regarding your wellbeing during lockdown?

Yes	1	Go to Q5
No	2	Go to Q6

5. Was it helpful?

Yes	1	Go to Q6
No	2	
Would you explain why you say that?		

6. During the Panedemic, Easthall Park have supported, funded or directly provided a number of support services. Have you received any of the following during the pandemic? [READ OUT AND SELECT ALL THAT APPLY]

Financial assistance	1	Go to Q7
Assistance with food (e.g. food bank or hot meals provided)	2	
Assistance with digital equipment	3	
Assistance with clothing	4	
Welfare rights assistance	5	
Rent arrears assistance	6	
Employment or Personal Development Advice	7	
Other (please specify)	8	
No advice or support received	9	Go to Q8

7. [WHERE SUPPORT WAS RECEIVED] How satisfied were you with the support or advice you received from the Co-operative?

Very satisfied	1	Go to Q8
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q7b
Very dissatisfied	5	

7b Can you explain why you were dissatisfied?

--

8. Easthall Park's purpose is "making a difference to our community". Do you feel the Co-operative is achieving this?

Yes	1	Go to Q9
No (please explain what else you think they could do to make a difference to the community)	2	

9. Have you had contact with Easthall Park during the lockdown period?

Yes (please explain why)	1	Go to Q10
No	2	Go to Q11

10. How satisfied or dissatisfied were you with this contact with Easthall Park?

Very satisfied	1	Ask 10b then go to Q11
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

10B Would you explain why you say that?

--



11. Has the office being closed due to Covid changed how you contact the Co-operative?

I now phone instead of visiting	1
I now email instead of visiting	2
I prefer to visit so haven't been in touch when I normally would have done	3
I usually phone so my contact is no different	4
I haven't needed to contact them so it has made no difference	5
Other (please specify)	6

12. Taking into account the COVID restrictions imposed by the Scottish Government, how satisfied were you with the level of service provided by the Co-operative throughout the pandemic?

Very satisfied	1	Go to Q13
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to 12b
Very dissatisfied	5	

12b Can you explain why you were dissatisfied?

--

13. Is there anything more you think Easthall Park could have done to support tenants during the Covid pandemic?

Yes (please say what?)	1	Go to Q14
No	2	

[INTERVIEWER READ OUT] I'd now like to ask you a few questions about how you have coped with lockdown and any needs that you may have as a result of this.

14. What was of most concern or caused the greatest difficulty during this time? [PROBE FULLY]

--

15. Have you used any of the following to keep in touch with family or friends during lockdown? ALL THAT APPLY

Facetime	1
Zoom	2
Skype	3
WhatsApp	4
Email	5
Text message	6
Phone	7
Other (please specify)	8

None of the above	9

16. How do you normally go online?

Mobile phone	1	Go to Q17
Tablet	2	
Laptop	3	
Desktop computer	4	
In another way (please describe)	5	
Do not have internet access/ device to go online	6	Go to Q16a

16a) Easthall Park have successfully received funding to allow them to provide electronic devices (including data for the internet). Would you be interested in this?

Yes	1	Go to 16b
No	2	Go to Q18

16b) If you do, we will pass this over along with your name and address. All your other responses will be completely anonymous and confidential.

Yes	1	Go to Q18
No	2	

17. Have you done any of the following online during lockdown?

Ordered shopping	1
Used video calls	2
Accessed Easthall Park's website for information/to report a repair	3
Went online for entertainment e.g. Netflix	4
Used online banking	5
Communicated with a large company such as the Council, your electricity supplier, Sky?	6
Applied for benefits	7
Anything else you have done online during lockdown?	8

18. Have you been financially affected by the Covid 19 crisis? Do you feel you are better or worse off or have you seen no change in your financial situation?

Much better off	1
Slightly better off	2
No change	3
Slightly worse off	4
Much worse off	5

[INTERVIEWER READ OUT] I'd now like to think about the future as we gradually move out of lockdown and to a more 'normal' life.

19. Moving forward, and to ensure social distancing, the Co-operative may be encouraging contact methods other than face to face. How would you prefer to contact the Co-operative in the future?

By telephone	1
Email	2
Via website	3
Text message	4
Letter	5
Visit to office	6
Visit to your home	7
Other contact with staff (please specify)	8

20. The Co-operative's office are currently open Monday, Tuesday and Thursday between 9 and 5, 9-3 on a Wednesday and 9-3:30 on a Friday. Would you like to be able to access Co-operative services outwith these hours?

Yes (when would you like to be able to access Co-operative services?)	1	Go to Q21
No	2	Go to Q22

21. You said you would like to be able to access Co-operative services outwith current office opening hours. How would you like to be able to do this? ALL THAT APPLY

By telephone	1
Email	2
Via website	3
Text message	4
Letter	5
Visit to office	6
Visit to your home	7
Other contact with staff (please specify)	8

22. Would you like someone from Easthall Park to contact you about any of the following? If you do, we will pass this over along with your name and address. All your other responses will be completely anonymous and confidential.

On repairs	1
About paying your rent	2
Concerns about your income	3
About changes in your household	4
About feeling lonely or isolated	5
About referral to the Co-operative's Welfare Benefits Service	6
About energy efficiency advice	7
Support with getting online or accessing technology	8
About something else (please explain)	9

No support required	10

**23. What do you think Easthall Park should be focusing on as we are now moving out of lockdown?
[PROBE FULLY]**

--

About You and Your Household

Finally, I'd like to ask some questions about you and your household. Please be assured that these questions are completely confidential and they will only be used for analysis purposes to see if there are differences in the views between different tenants.

24. SHOWCARD Which age band best describes you?

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75+	8

25. Which of the following best describes how you think of yourself?

Male	1
Female	2
Other gender identity (please specify if you wish)	3

26. How many people usually live in this house?

--

27. How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with children at least 1 under 16	7
2 parent family with children at least 1 under 16	8
Other (please specify)	9

**PRIVACY STATEMENT
THANK YOU AND CLOSE**

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1160
Project name	Easthall Park Housing Co-operative Snapshot Survey 2021
Objectives of the research	The aim of the research was to seek tenants' views on the performance of Easthall Park during the Covid lockdown, to understand the impact of lockdown on tenants and to help plan for future services as the country emerges from lockdown.
Target group	Tenants of the Co-operative
Target sample size	The aim was to achieve statistically robust data to $\pm 5\%$.
Achieved sample size	A total of 248 interviews were achieved.
Date of fieldwork	Interviewing took place between the 18 th May to 1 st June 2021
Sampling method	Interviews spread across organisation stock.
Data collection method	All interviews were undertaken using a telephone methodology. All responses were entered using our SNAP mobile app.
Response rate and definition and method of how calculated	36% (248 interviews from a sample of 694 in scope for the research).
Any incentives?	No.
Number of interviewers	6 interviewers were working on this.
Interview validation methods	10% of each interviewers' work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable.
Weighting procedures	Not applicable.
Estimating and imputation procedures	Not applicable.
Reliability of findings	Data accurate overall to $\pm 5\%$.