



# Tenant Census 2023 Report



South Holland  
District Council

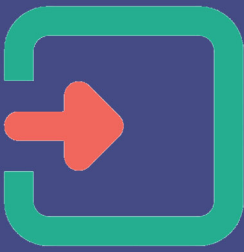
Report by Adam Payne  
adam.payne@arp-research.co.uk

(t) 0844 272 6004  
(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)



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# 1. Introduction

## Background

In summer 2023, South Holland District Council commenced a survey, or 'census', of all its council tenants and shared owners. There were two principal aims in conducting the census.

- To check that the data held on the housing management system was correct, and to update that information where necessary.
- Provide a thorough description of residents that can be used in a wide range of contexts to inform strategic and operational decision making.

## Methodology

The census was conducted between May - July 2023. Paper self completion questionnaires were distributed to all households, followed by a reminder approximately three weeks later for all those that had not yet replied. After the first week, online survey invitations/reminders were also sent to non-respondents on a weekly basis to the sample via email and SMS where suitable contacts were available, for a total of two emails and two text messages. Finally, at the end of the process, follow-up telephone interviews were conducted with all remaining tenancies that could be contacted by phone and were willing to take part. There were 1843 completions on paper (71%), 488 online (19%) and 275 via telephone (11%). The survey was incentivised with a free prize draw.

In total, 3,740 households received questionnaires, and 2,606 completed the survey, giving details for 5,234 total residents, 730 of which were additions. This represented a 70% response rate (error margin +/- 1.1). Tenants (including joint tenants at the address) were asked a number of profiling questions, and they were asked to give details of other people occupying the property. An example of the questions asked can be found in the Appendix.

## Glossary

Because demographic data can be viewed in a number of slightly different ways, this report uses specific terms for the purpose of clarity and internal consistency throughout. This terminology may differ slightly from common terminology used elsewhere in the council but has been chosen to best describe the distinctions within this specific set of data.

**"Household"** – a single tenancy

**"Tenant"** – any adult named on the tenancy agreement

**"Resident"** – anyone living in a the property, including children

## Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding. It is also important to take care when considering the results for groups where the sample size is small. For most topics, the percentages are calculated from those that responded to the question. Where pertinent the profile information is also compared to the applicable 2021 UK census data from the Office for National Statistics.



## 2. Executive summary



The 'typical' tenant is a woman in her mid sixties, living on their own in general needs housing.



The median age across all **tenants** is 63, but when considering **all household members** the average age falls to 48.



The median age of a South Holland **tenant** is 11 years older than the **national average**.



The median age of **general needs tenants** is 56, with two thirds being of working age.



It is important to remember that a quarter of all **general needs residents** are children, including 15% aged under 10 and 7% aged under 5.



Indeed, almost 1/3 of **general needs households** have children (29%), although 53% are lead by a single person.



Over one in ten **general needs households** have at least one pre-school child (12%), and 18% have at least one child of school age.



9% of **general needs properties** have more people than available bedspaces, compared to 54% that are underoccupied.



56% of all **residents** are female, but they make up 64% of all **tenants**.



Three quarters of **general needs tenants** aged under 35 are female, two thirds of whom have children (64%), including a quarter with pre-school age children (24%).

## 2. Executive summary



1 in every 59 **tenants** are from the LGBTQ community (1.7%) which is similar to 1.9% across the South Holland population as a whole.



1/2 of **general needs households** are single person.



80% of **sheltered households** are single person.



8% of **tenants** are from a Black or minority ethnic group (BAME), which is fewer than in South Holland population as a whole (13%).



The largest single group of BAME **tenants** are from an other white background (6%). This group are primarily Polish, Lithuanian, Portuguese or Latvian.



BAME **tenants** are on average 15 years younger than White British tenants. This means that 15% of tenants aged under 50 are BAME.



40% of **residents** have a limiting disability, which includes 51% of all **tenants**. 63% of all **households** had at least one member with a limiting disability.



There is a greater proportion of social housing **tenants** with a limiting disability in South Holland properties than in England and Wales as a whole (51% v 41%).



There are permanent mobility issues within 40% of **households**, and mental health issues amongst 30%.



Only 39% of **households** gave a fixed line home phone number.



Over half of all **households** (54%) have at least one email address.



Third thirds of **households (66%)** would like extra information, including over half (54%) that want to know about investments in their home



17% of **households** would like to be involved in reviewing and improving services



### 3. Age

63

is the median age of all **tenants**

56

is the median age of general needs **tenants**

$\frac{1}{4}$

of general needs **residents** are children

**Patch 3 residents**

are notably younger than other areas

### 3. Age

The median age of **tenants** is 63, but it should also be noted that there are more 76 year old tenants than any other single tenant age (modal average), indeed eight of the top ten biggest single ages are in the mid sixties to mid seventies. However, if one includes all **residents** living in the Council's properties, the median age falls to 48.

Two thirds of **general needs tenants** are of working age (67%), therefore the median age of this group is a little lower (56), as is the median age of all **general needs residents** (38%).

When considering all general needs **residents**, only 19% are of retirement age compared to almost a quarter who are children aged under 16 (24%). This includes 15% of residents aged under 10, and 7% aged under 5.

The median age of **sheltered tenants** is 74. There are only a handful of sheltered tenants (6%) aged under 55, but a fifth are aged under 65.

There are around 100 **residents** aged 90 or above.

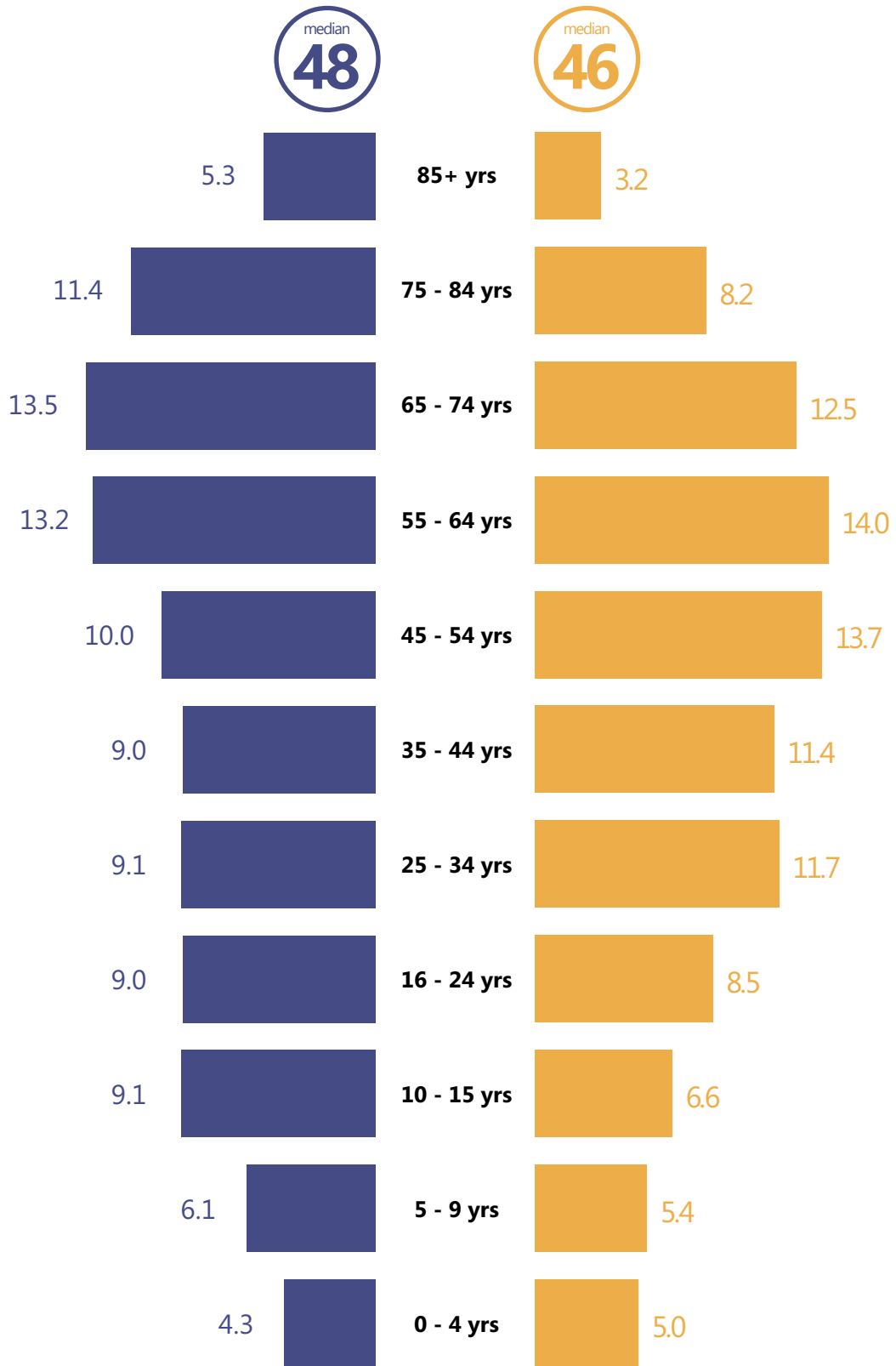
The age profile of **residents** in South Holland was compared to the UK census data for the district, which revealed that it is on average slightly older than the population as a whole (median 48 v 46).

However, when the age profile of just **tenants** is compared to the norm for tenants in social housing across England and Wales the media age is considerably higher than average (63 v 52).

The Council's properties are divided into 8 different management patches. Of these, **Patch 3** has a notably lower median age for both **residents** (40) and **tenants** (58). Conversely, **residents** (median 57) and **tenants** (median 66) in **Patch 6** are older than average.

Age residents

Age South Holland District  
UK Census 2021



Base 5,216 | Excludes non respondents

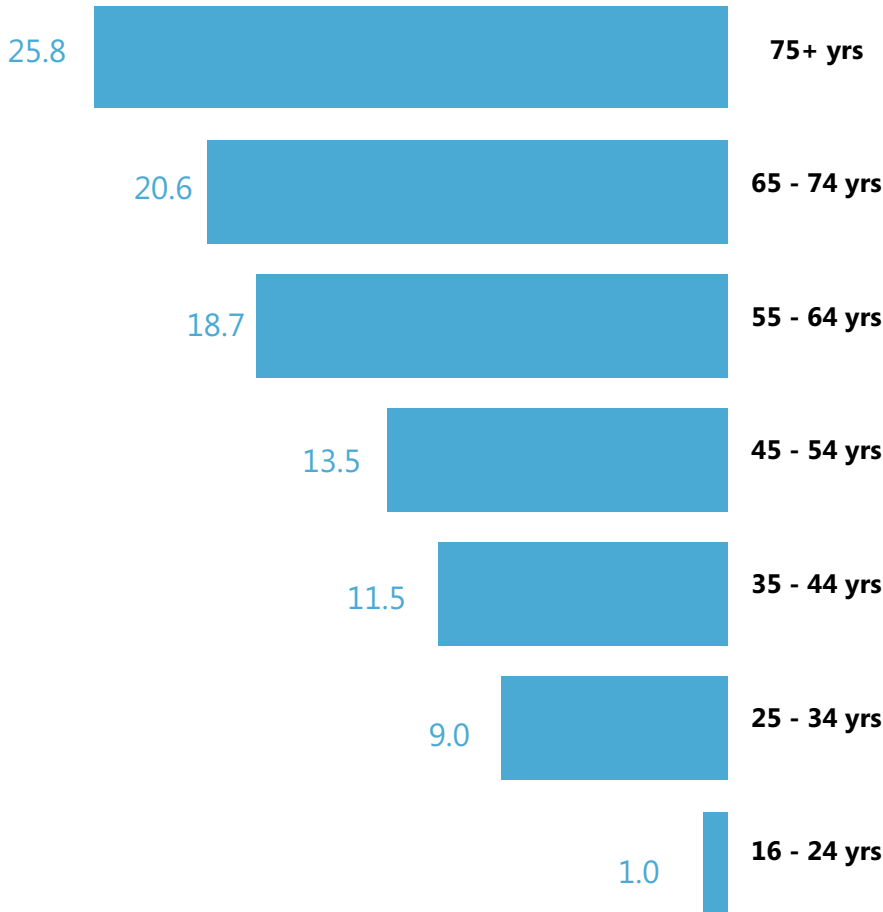
Base 95,119



# 3. Age

## Age all tenants

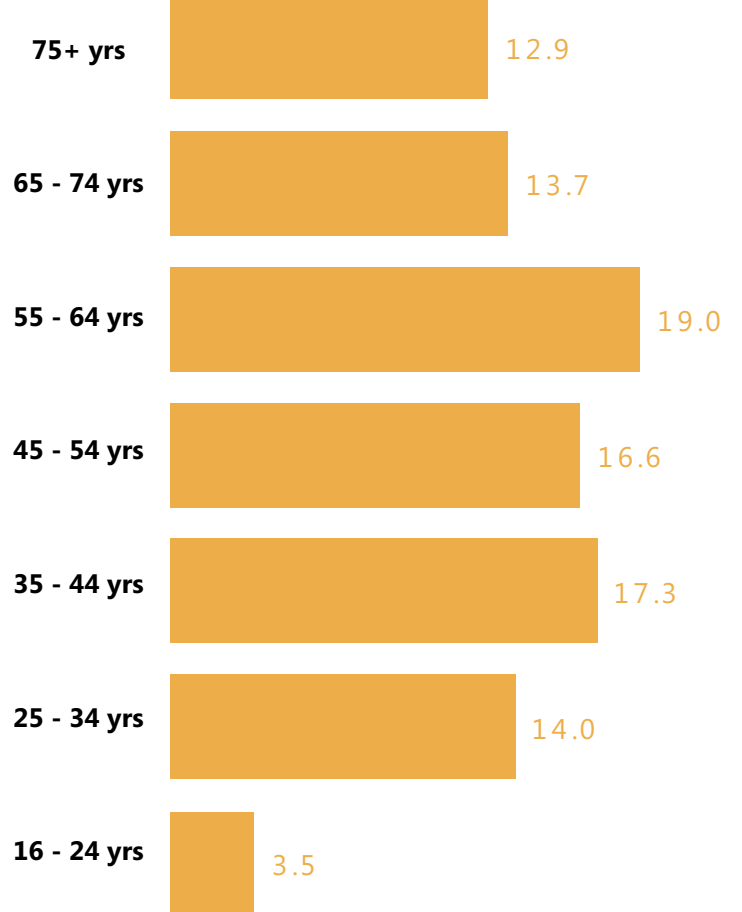
median  
**63**



Base 3,247 | Excludes non respondents

## Age England & Wales social housing tenants UK Census 2021

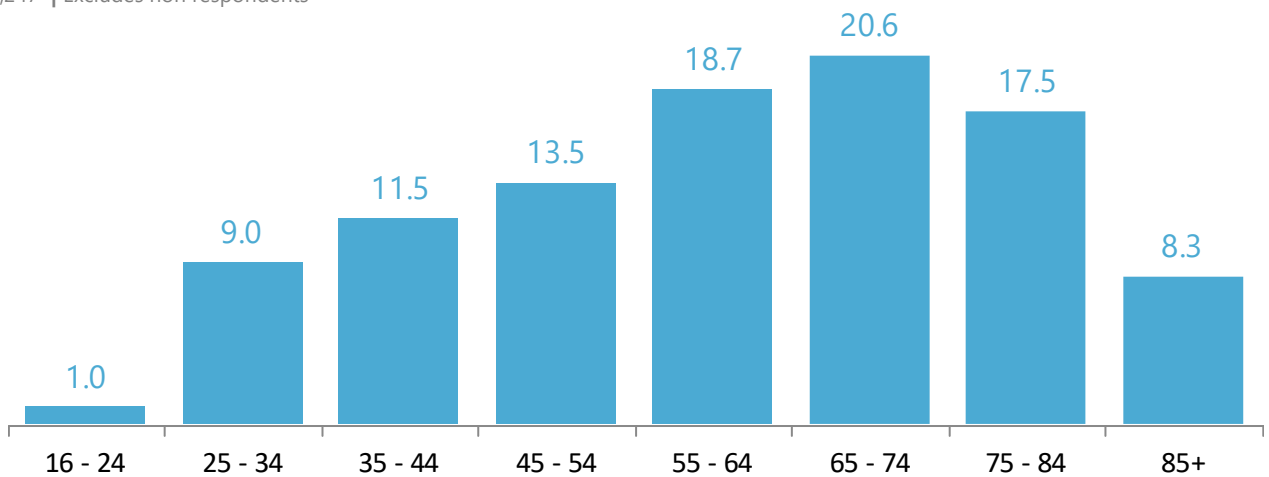
median  
**52**



Base 4,226,675

## Age all tenants

Base 3,247 | Excludes non respondents



### 3. Age

#### Tenant age by stock

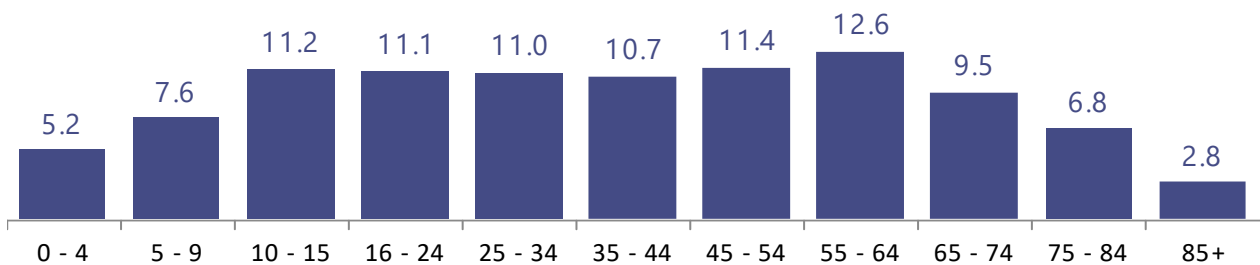
	Base (valid)	Min age	Max age	Mean age	Mode age	Lower quartile	Median	Upper quartile
General needs	2271	19	104	55	60	42	56	69
Sheltered	960	34	99	73	76	66	74	81
Shared owners	16	23	65	41	27	-	37	55

%

	General needs	Sheltered	Shared owners
Base (valid)	2271	960	16
16 - 24 years	1.4	0.1	5.3
25 - 34 years	12.5	0.0	31.6
35 - 44 years	15.6	1.7	10.5
45 - 54 years	17.4	4.0	10.5
55 - 64 years	20.1	15.3	21.1
65 - 74 years	16.2	31.0	5.3
75 - 84 years	11.6	31.7	0.0
85 years +	4.9	16.3	0.0

#### Resident age for general needs

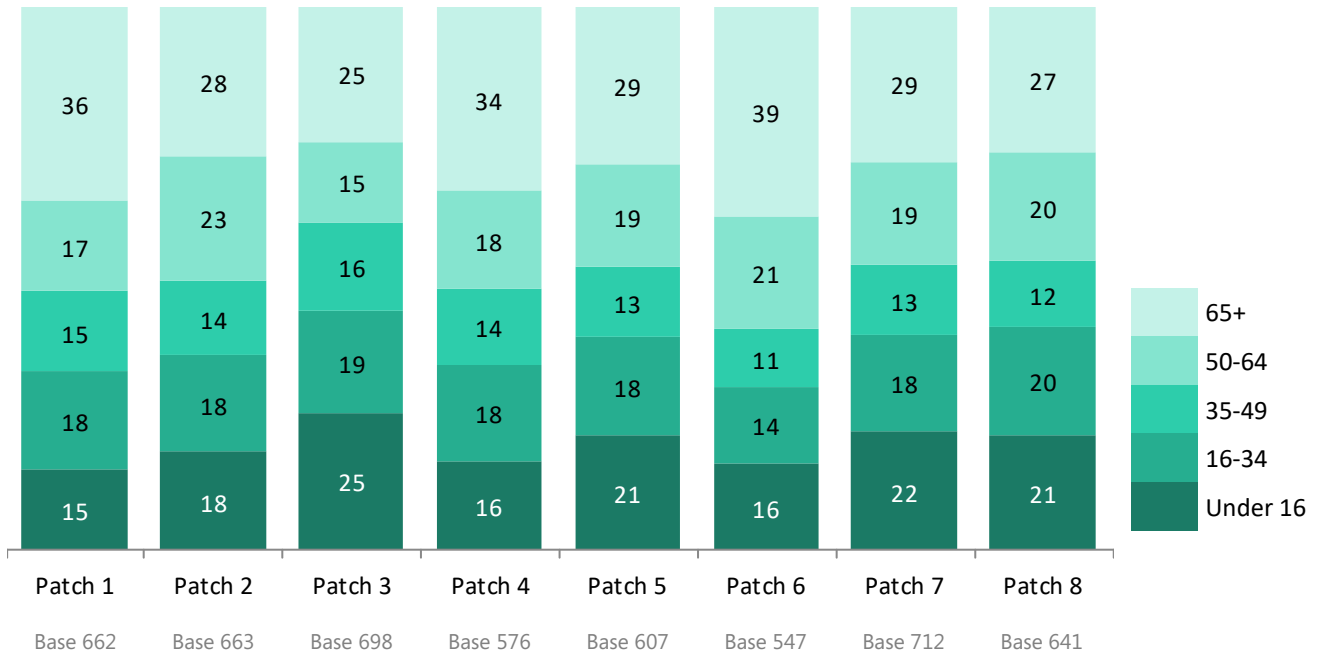
Base 4,193 | Excludes non respondents



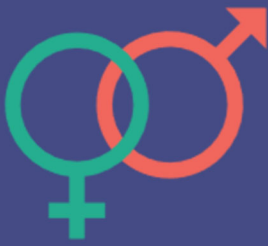
Min age	Max age	Mean age	Mode age	Lower quartile	Median	Upper quartile
0	104	39	11	16	38	59

### 3. Age

#### Resident age by housing management patch



	Bases	residents			tenants		
		Mean age	Median age	Mode age	Mean age	Median age	Mode age
Patch 1	662 / 436	48	52	76	62	66	76
Patch 2	663 / 409	45	50	76	60	61	69
Patch 3	698 / 398	41	40	11	58	58	80
Patch 4	576 / 387	48	52	63	61	64	63
Patch 5	607 / 357	44	48	59	60	62	73
Patch 6	547 / 383	50	57	76	63	66	76
Patch 7	712 / 429	44	47	60	61	63	60
Patch 8	641 / 391	43	46	59	59	60	59



## 4. Gender and sexual orientation

**56%** of all **residents** are female

**64%** of **tenants** are female

**1.7%** of **tenants** are LGBTQ

## 4. Gender and sexual orientation

The proportion of male and female **residents** in Council homes is fairly consistent across the geographic areas, with a ratio of males to females being 44/56 overall. Less than 10 individuals had a different gender identity.

However, when restricted just to **tenants** the ratio becomes more unbalanced, with roughly a third of tenants being male compared to two thirds female (36/64).

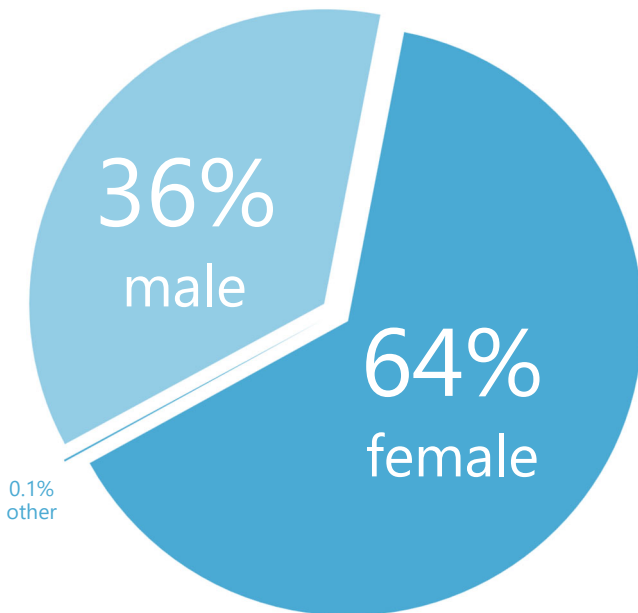
The gender profile is most balanced amongst older middle aged and retired **tenants aged 55-84 (41/59)**.

As expected, the ratio becomes 29/71 for **tenants** aged 85 or over.

However, the greatest discrepancy is amongst **tenants** aged under 35, being 24/76.

A little over one in ten of those **tenants** that completed the census declined to give their sexual orientation, but amongst those that did, 1.7% are LGBTQ including 0.7% gay or lesbian, 0.6% bisexual and 0.4% other.

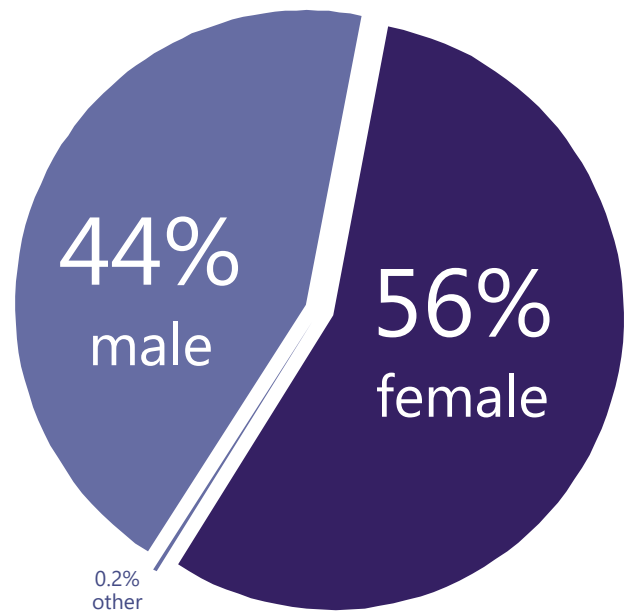
Gender all **tenants**



Base 3,176 | Excludes non respondents

	Female	Male	Other
General needs	66	34	0.04
Sheltered	60	40	0.2
Shared owners	68	32	0

Gender all **residents**

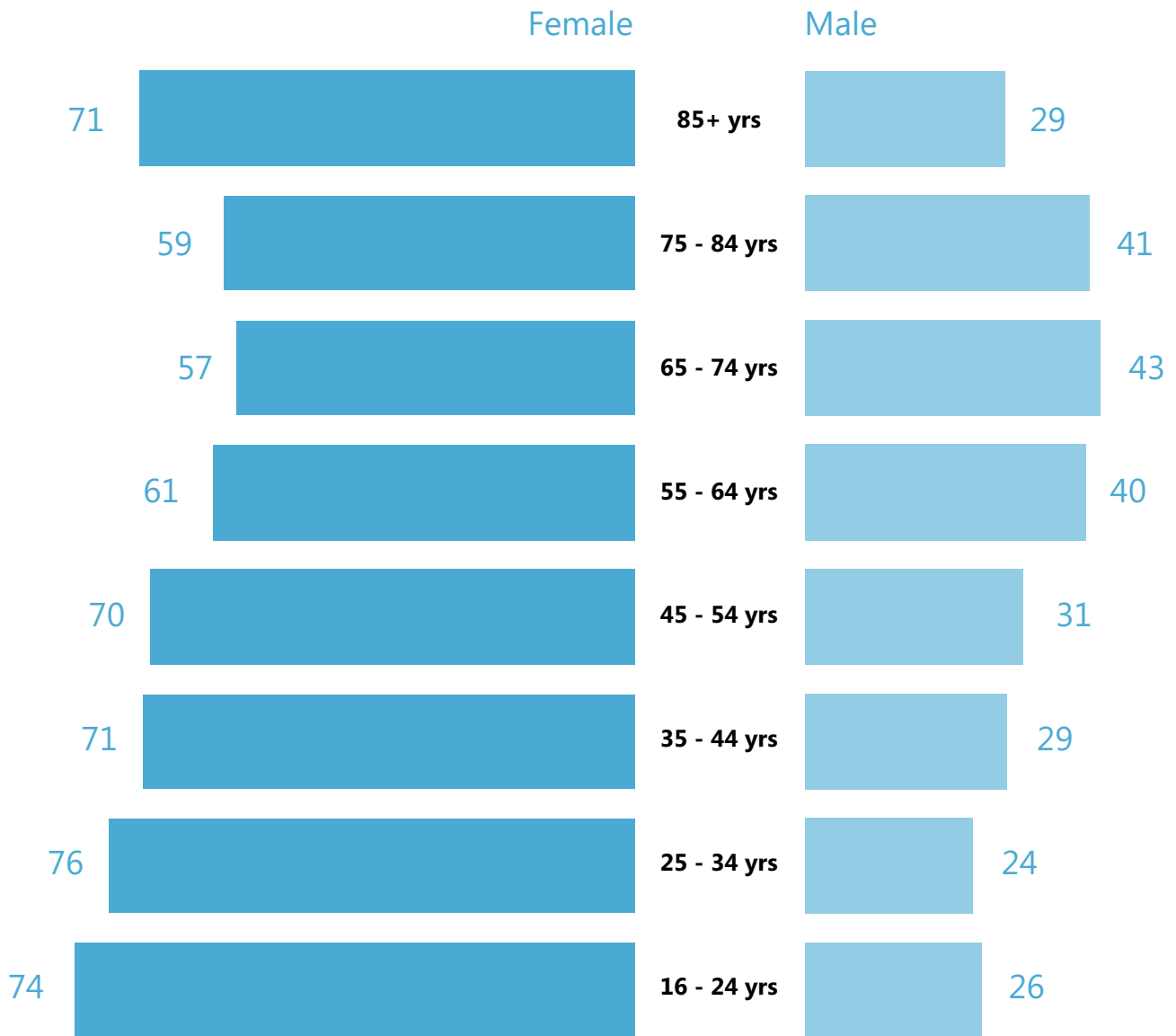


Base 5,088 | Excludes non respondents

	Female	Male	Other
General needs	56	44	0.2
Sheltered	60	40	0.2
Shared owners	55	45	0

## 4. Gender and sexual orientation

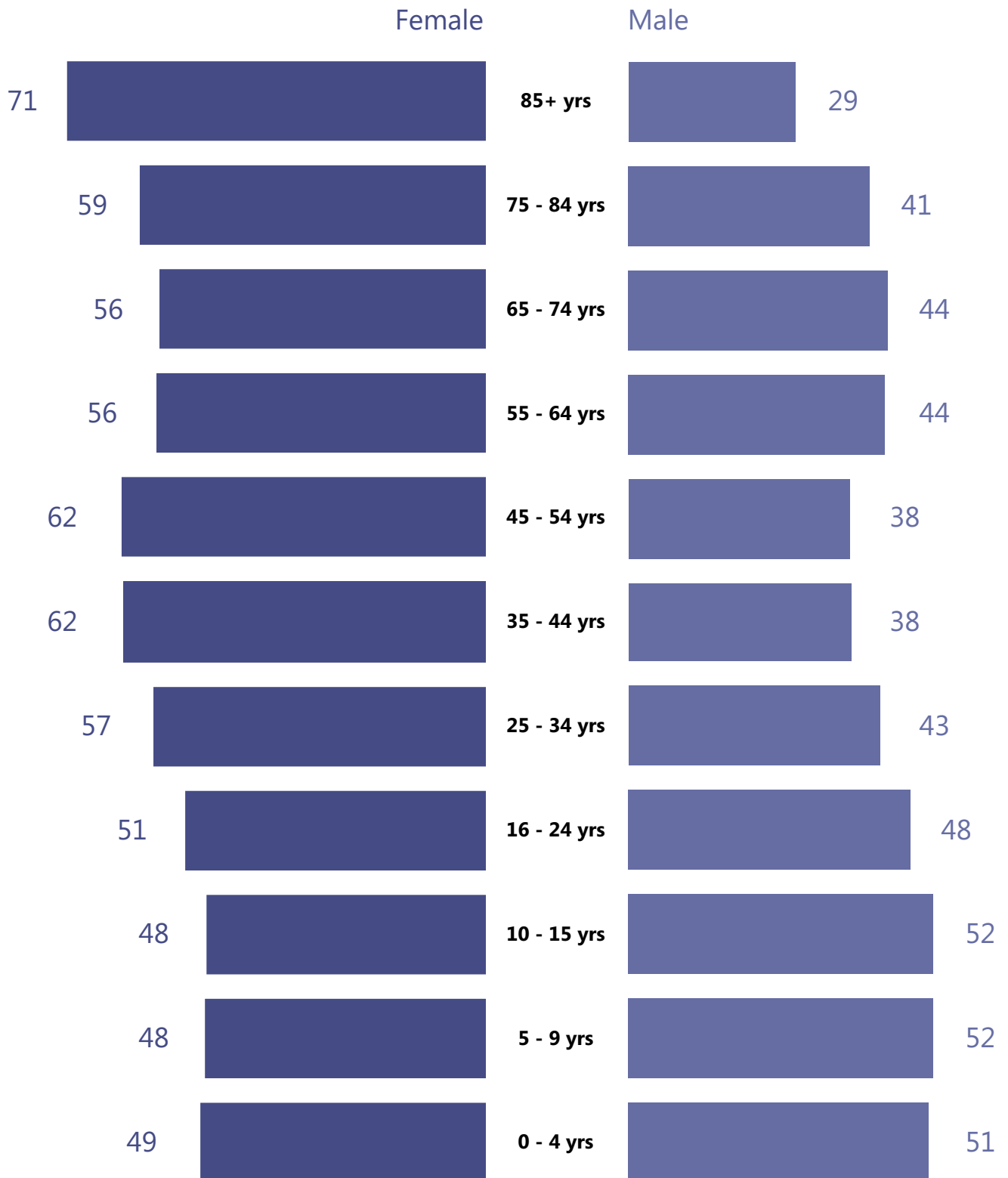
### Tenant gender by age



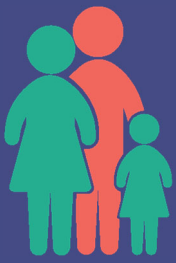
Excludes non respondents

## 4. Gender and sexual orientation

### Resident gender by age



Excludes non respondents



## 5. Families

48%

of **households** are single person

29%

of **general needs households** have at least one child

53%

of **general needs tenants** with children are single



## 5. Families

The household composition of South Holland properties is obviously highly dependent on the tenancy category, with the majority of **sheltered tenancies** being single households (80%), compared to just 33% of **sheltered households** and 41% of **shared owner households**.

Amongst **general needs tenants**, the majority are single (61%), compared to 39% that are married, in a civil partnership or have a partner.

Just under a third of **general needs households** have at least one child living there (29%). Over one in ten households have at least one pre-school child (12%), and 18% have at least one child of school age.

In a small proportion of **general needs households** (2.5%) children live in the home of their grandparent(s).

Within those **general needs households** where there is at least one child, 53% of the tenants are single. This equates to 16% of all general needs households.

There are notable differences in household composition between different housing management patches – 37% of **general needs households** in Patch 3 have at least one child, compared to 25% or fewer in Patches 1,2 and 6.

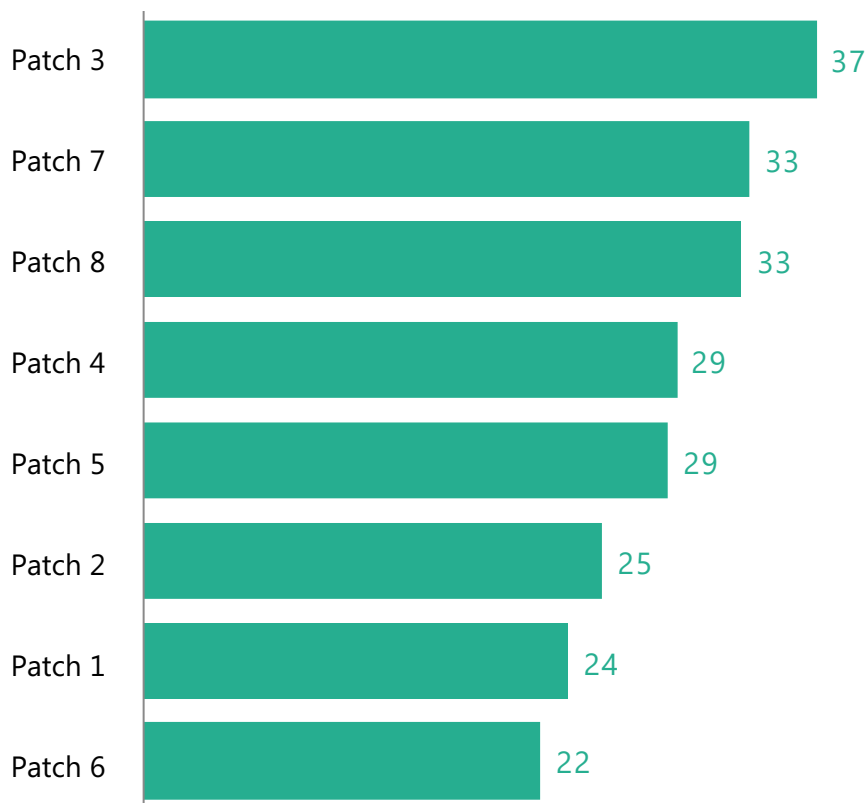
	All tenures	General needs	Sheltered	Shared owners
Base	2606	1766	823	17
1 person	48%	33%	80%	41%
2 person	27%	30%	19%	35%
3 person	11%	16%	0.6%	18%
4 person	8%	11%	0.1%	6%
5 person	4%	6%	-	-
6 person	1.6%	2.4%	-	-
7 person	0.5%	0.7%	-	-
8 person	0.2%	0.2%	-	-
9 person	0.1%	0.1%	-	-

## 5. Families

### Children in general needs **households**

	All Ages	Aged 0-4	Aged 5-9	Aged 10-15
None	70.8%	87.7%	85.3%	83.6%
1 child	12.1%	9.1%	10.9%	11.5%
2 children	9.7%	2.8%	3.5%	4.2%
3 children	5.0%	0.5%	0.3%	0.6%
4 children	1.5%	0%	0%	0%
5+ children	0.9%	0%	0%	0.1%

### General needs **households** with children by area



## 5. Families

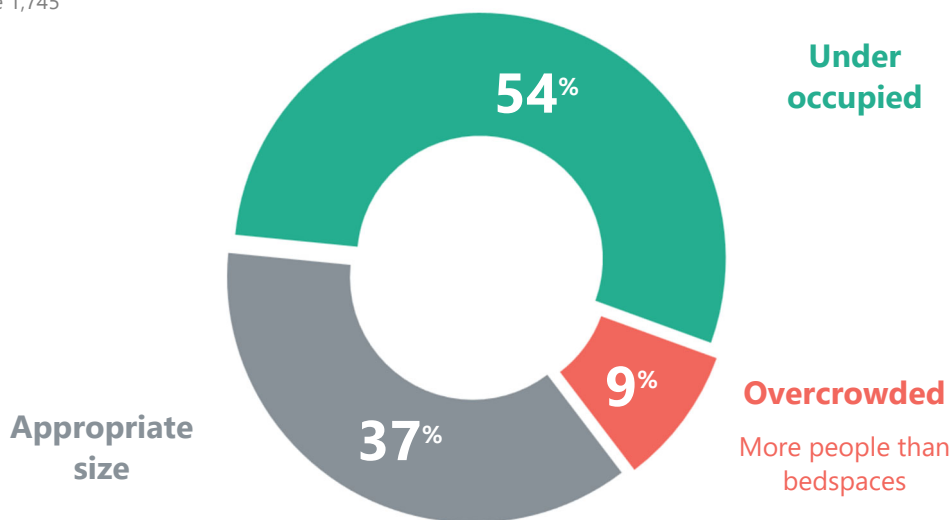
The number of bedspaces was compared against the household composition to determine the level of overcrowding or under occupation across the **general needs stock**.

In line with South Holland District Council's letting standard, a bedroom could be shared between a couple, any 2 children aged under 10, or same sex children under 16. Everyone else requires a bedroom of their own.

All properties where there are more people than suitable available bedspaces were considered to be overcrowded, whereas those with a bedroom spare were considered to be under occupied.

### Household composition versus property size **General needs**

Base 1,745



### **Overcrowding**

Overall, 9% of general needs properties are overcrowded based upon the criteria above, rising to 11% in Patches 3 and 7.

Most overcrowded properties have one bedroom too few, but 28 have two bedrooms too few (18% of all overcrowded) and 5 have three bedrooms too few (3% of all overcrowded).

A third of overcrowded households have only 2-4 members, 54% have 5-6 and 12% have 7 or more. The mean average household size of overcrowded properties is 5.

Most overcrowded households have children (82%), including 28% with 3-4 children and 8% with 5 or more children.

Looking at it the other way around, 43% of homes with 3 or more children are overcrowded and 32% of children live in an overcrowded home.

## 5. Families

### Overcrowded properties by area General needs

	Total households	Percentage
Patch 3	24	11.0
Patch 7	24	10.9
Patch 4	18	9.5
Patch 6	19	9.3
Patch 2	21	8.9
Patch 1	19	8.6
Patch 8	17	8.0
Patch 5	16	7.0

### Underoccupied properties by area General needs

	Total households	Percentage
Patch 6	131	63.9
Patch 5	131	57.5
Patch 8	117	55.2
Patch 4	104	54.7
Patch 3	119	54.6
Patch 1	116	52.5
Patch 2	124	52.3
Patch 7	101	45.7

### Under occupation

Over half of **general needs properties** have 1 or more spare bedrooms (54%).

Underoccupied properties are split equally between two bed and three bed homes.

Viewed another way, 63% of two bed homes and 56% of three bed homes are under occupied.

Most underoccupied homes have 1 spare bedroom, but 276 (29%) have two spare bedrooms (16% of all households).

Patch 6 has the highest proportion of under-occupation at 64%, whereas fewer than half of the properties in Patch 7 are under occupied.



## 6. Disability

51 %

of all **tenants** have a limiting disability

40 %

of all **residents** have a limiting disability

60 %

of all **households** have a member with a limiting disability

## 6. Disability

The South Holland tenant census used the same criteria for disability as the UK census, with respondents asked if they had a long-term physical or mental health condition or illness, lasting or expected to last 12 months or more, and whether it limited their day-to-day activities "a little", "a lot" or "not at all".

Using the same UK census criteria, those reporting a limiting disability (either a little or a lot) are classified as disabled under the Equality Act (2010).

40% of all council housing **residents** have a such a limiting disability. This compares to just 19% of the South Holland district population as whole that has a limiting disability.

When restricting analysis to just **tenants**, the proportion with a limiting disability increases to 51%. This proportion is higher than average, as only 41% of **tenants** in social housing in England and Wales in the UK 2021 census have a limiting disability (household reference person).

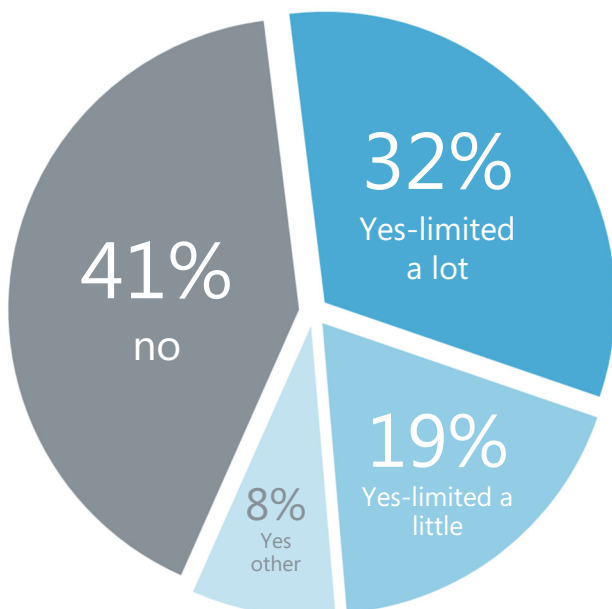
Almost two thirds of **households** had at least one member with a disability (60%).

A similar proportions of **sheltered tenants** have a limiting disability (63%). In contrast, only 6% of **shared owners** have a disability.

**Households** in Patch 1 (57%), Patch 8 (57%) and Patch 2 (58%) are the least likely to have a member with a disability compared to other areas.

The most common disabilities within **households** are permanent mobility issues (40%), mental health (30%) and stamina, fatigue or breathing issues (29%). 15% of **households** have a member who is hearing impaired, and 9% that are visually impaired.

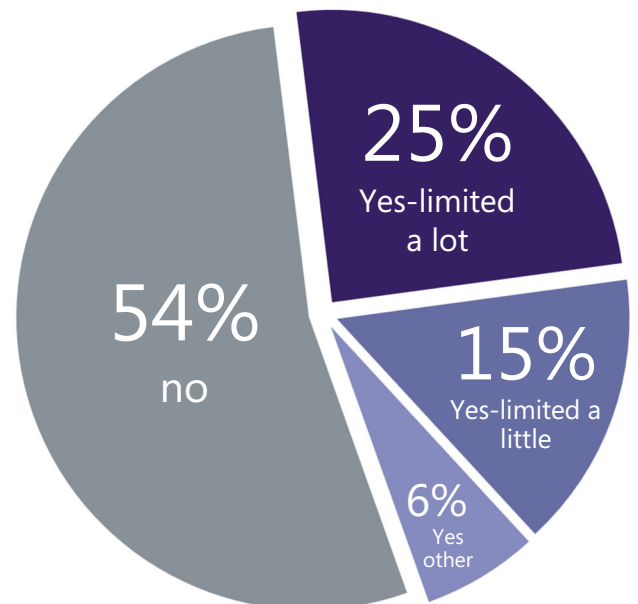
### Disability all **tenants**



Base 2,982 | Excludes non respondents

	A lot	A little	Other	No
General needs	29	17	7	47
Sheltered	40	23	10	27
Shared owners	0	6	0	94

### Disability all **residents**



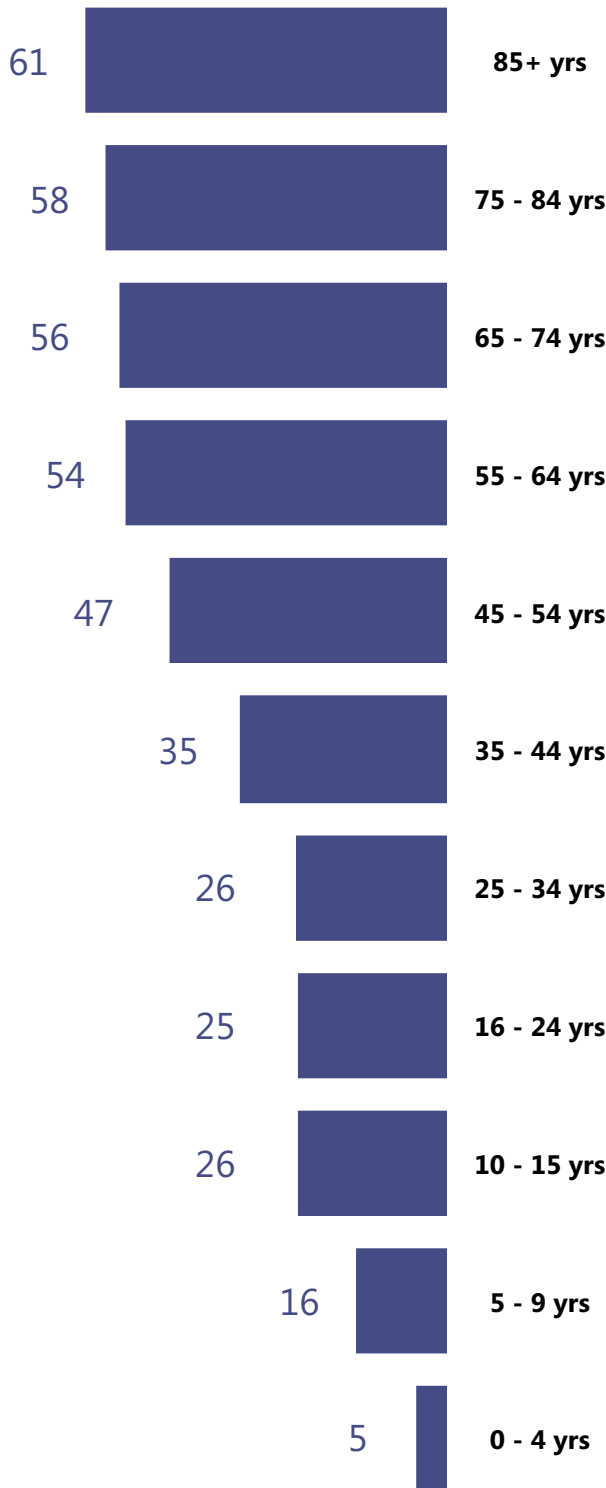
Base 4,808 | Excludes non respondents

	A lot	A little	Other	No
General needs	22	14	5	59
Sheltered	40	23	10	27
Shared owners	3	3	0	93

# 6. Disability

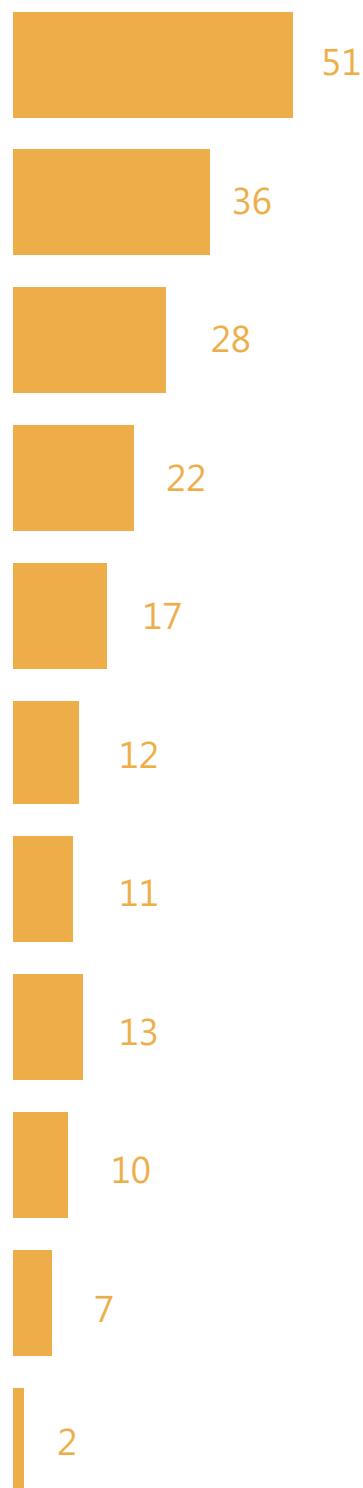
Limiting disability by age all residents

% overall  
**40**



Limiting disability by age **South Holland District** UK Census 2021

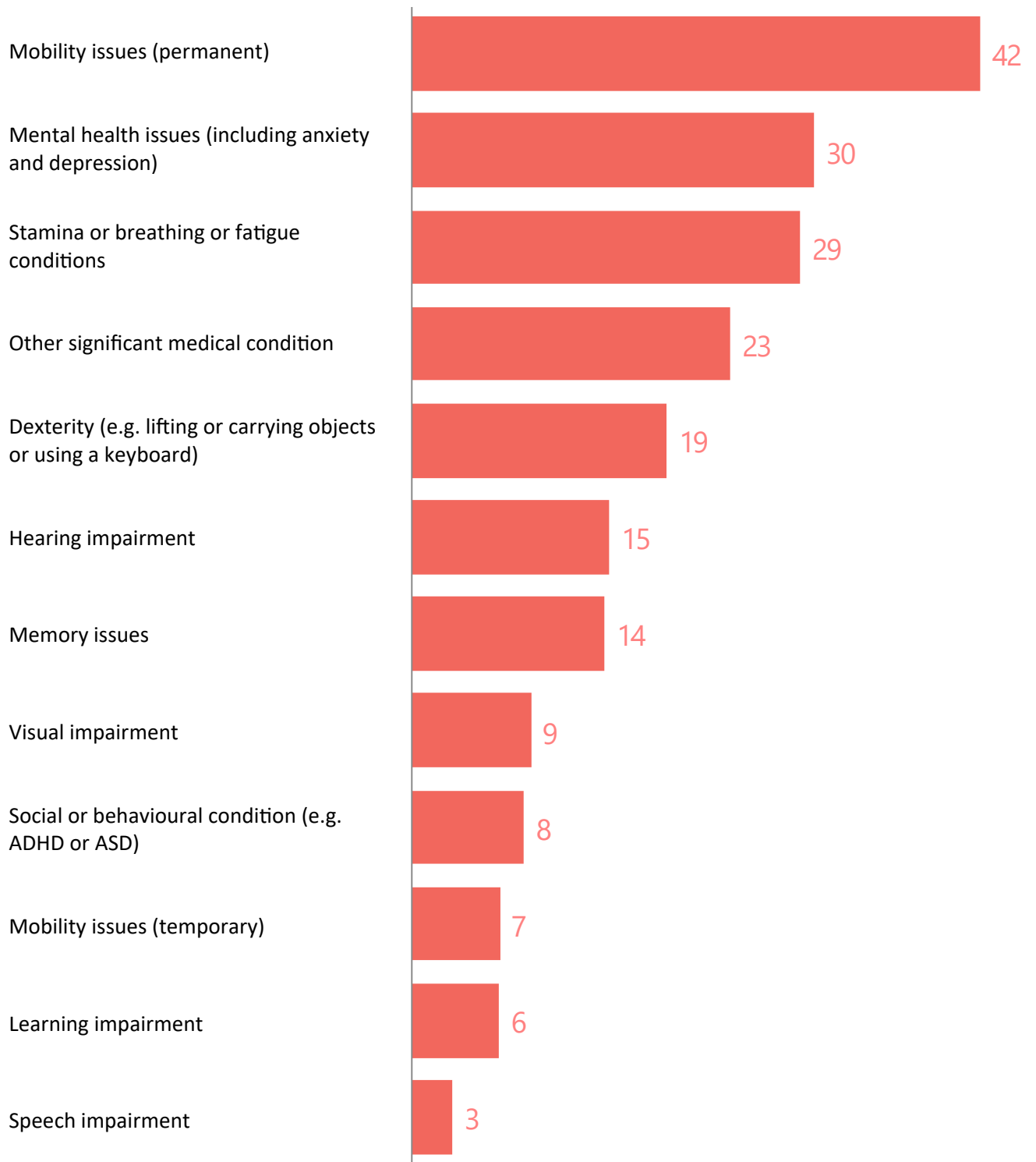
% overall  
**19**



Excludes non respondents

## 6. Disability

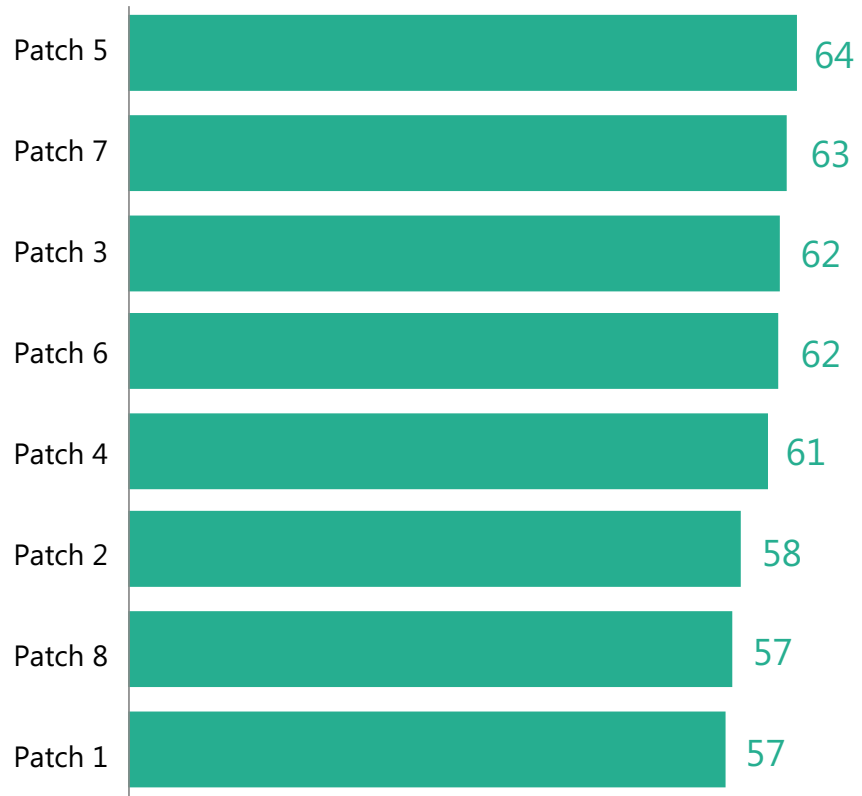
### Type of disability in household



Base 2,434 | Households where at least one member answered about disability



### Limiting disability in **household** by housing management patch



Households where at least one member answered about disability



## 7. Ethnic background & nationality

**8%** of **tenants** are from a Black or minority ethnic group (BAME)

The largest single group of BAME residents are of **Other White** background (6%)

**Patch 6 & Patch 7**

have the most diverse **tenant** population, with 10% BAME

**Tenants**

are less diverse than householders in the District as a whole

## 7. Ethnic background & nationality

Fewer than one in ten **tenants** (8%) are from a Black or minority ethnic group (BAME).

The proportion of BAME **tenants** is lower than amongst South Holland householders in the wider population, amongst whom 13% are from a BAME background.

Within the broad BAME category, the most common sub-category is Other White, which accounts for approximately 6% of all **tenants**. This sub-category includes white Europeans, with 2.5% of tenants being Polish, 1.4% Lithuanian and around 1% each being Portuguese or Latvian.

Patches 6 and 7 have the most diverse **tenant** population with 10% BAME tenants in each. The least diverse areas are Patch 4 (5% BAME) and Patches 1 & 5 (6% BAME).

When comparing the median age of **tenants** across different ethnic groups, BAME tenants are on average 15 years younger than White British tenants.

This means that 15% of **tenants** aged under 50 are BAME.

### Ethnic background of **tenants**

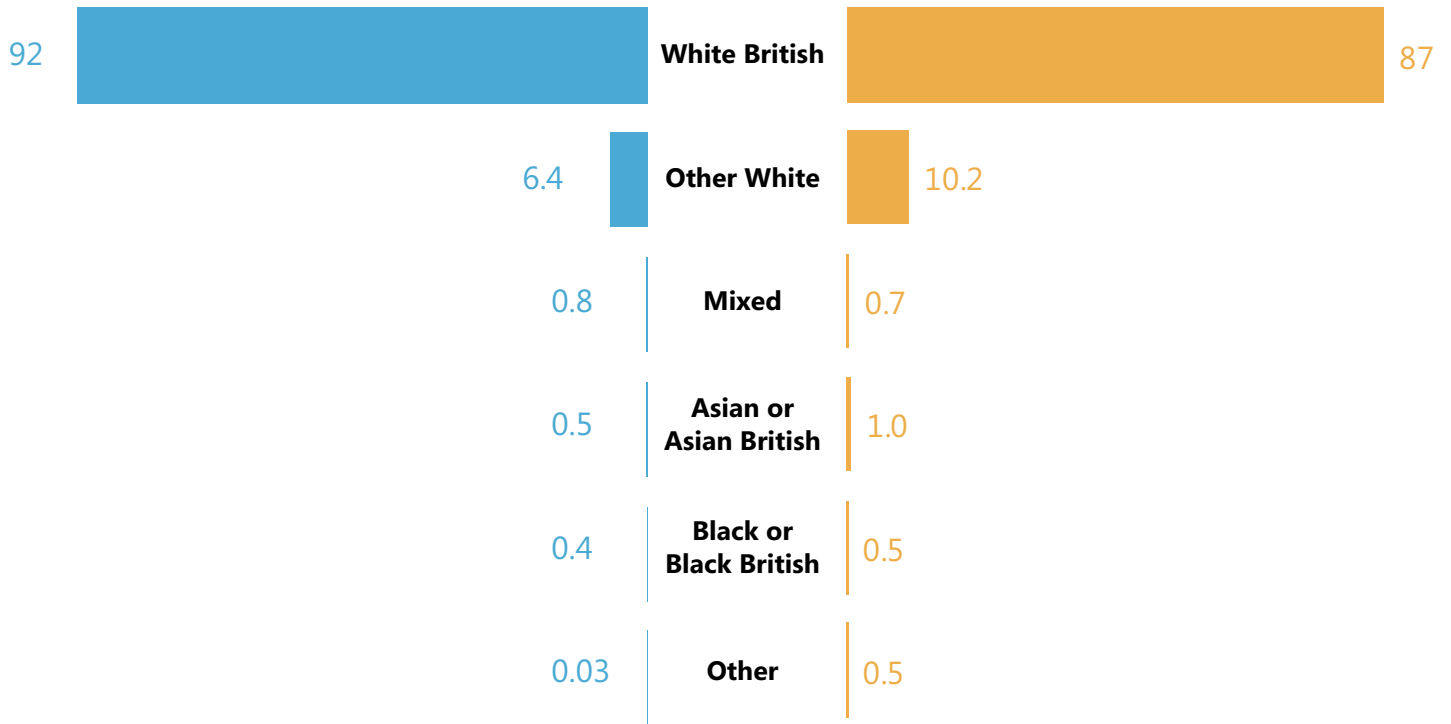
<b>White British</b>	<b>92</b>
English, Welsh, Scottish, Northern Irish or British	92.0
<b>Other White</b>	<b>6</b>
Irish	0.1
Gypsy or Irish Traveller	0.1
Any other white	6.1
<b>Mixed</b>	<b>1</b>
White and Black Caribbean	0.2
White and Black African	0.2
White and Asian	0.1
Any other mixed	0.3
<b>Asian or Asian British</b>	<b>0.5</b>
Indian	0.1
Bangladeshi	0.1
Any other asian	0.3
<b>Black or Black British</b>	<b>0.4</b>
Caribbean	0.2
African	0.2
Any other black	0.03
<b>Other</b>	<b>0.03</b>
Other	0.03

Base 3,171 | Excludes non respondents

## 7. Ethnic background & nationality

### Ethnic background all tenants

### Ethnic background South Holland UK Census 2021



Base 3,171 | Excludes non respondents

Base 40,701

### Ethnic background of tenants by stock

	General needs	Sheltered	Shared owners
Base (valid)	2220	932	19
White British	91.4	93.6	84.2
BAME	8.6	6.4	15.8

### Ethnic background by age tenants

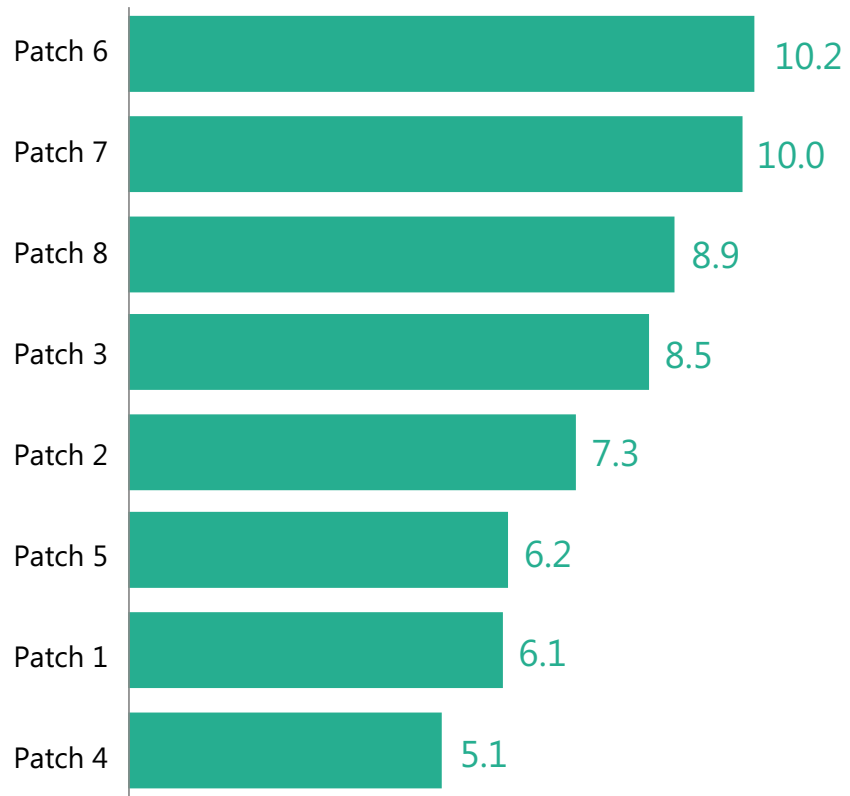
	Median age
White British	64
BAME	49

### Ethnic background by household size tenants

	Avg. household size	Avg. number of children
White British	2.0	0.4
BAME	2.4	0.6

## 7. Ethnic background & nationality

### BAME tenant in **households** by housing management patch



Households where lead tenant answered about ethnic background

### Nationality

	%	
	All tenants	South Holland UK Census
Base (valid)	3,166	40,707
United Kingdom	93.0	90.1
Poland	2.5	3.0
Lithuania	1.4	2.1
Portugal	1.0	0.5
Latvia	0.9	Not known
Any other country	1.2	4.3



## 8. Contact preferences

88% of **households** provided at least one telephone number.

Only 39% of **households** gave a fixed line home phone number.

71% of **households** gave at least one mobile number.

54% **households** have at least one email address.

291 **tenants** requested large print documents, 12 requested Braille and 12 use British Sign Language.

### Interpreter language

	42 tenants
Polish	20
Lithuanian	9
Russian	4
Bangla	2
Latvian	2
Portuguese	2
Czech	1
Slovakian	1
Spanish	1

### Document language

	37 tenants
Polish	21
Lithuanian	7
Latvian	4
Portuguese	2
Russian	2
Czech	1

66% of **households** would like to be kept informed about at least one issue in the list below.

The most popular information is on investment in the home (54%), the least popular is how rent is spent (23%)

17% of **households** would like to be involved in reviewing and improving these topics, including 29% of those that are interested in at least one. 72% of those wanting to be involved have at least one email address in their household.

### What would you like to be kept informed about?

	% yes	% yes and has email
Investment in your home – repairs and upgrades	54%	35%
Keeping your home safe – fire safety & health and safety	46%	28%
Supporting you – financial help and support available	42%	27%
Looking after your neighbourhood – anti social behaviour and maintaining your estate	39%	24%
How we spend your rent	23%	15%



## Appendix A. Example questionnaire

## Tenant Census Survey 2023



Complete Online

[www.arpsurveys.co.uk/sholland](http://www.arpsurveys.co.uk/sholland)

Your individual access code is:

OR scan:



### Please read these instructions before completing the questionnaire:

- This questionnaire should be signed by one of the tenants at this address.
- You can either complete this paper survey and return in the prepaid envelope provided or simply fill it in online using the link or scanning the code above.
- To reduce paper usage and costs the postal version is limited to six household members, so if you have more than that please complete online if you can. If not, you can tell us briefly about any extra household members in section 7 of this paper form and/or attach extra sheets.
- For ease we have prepopulated some of the information we hold about you on this form. Please check the information is correct and amend where necessary.
- You are not required to answer every question, but your responses will help us to improve and tailor services more precisely and ensure that communications are appropriate to each tenant.
- Please read each question carefully and check you have answered all the questions that you should have answered. Where applicable you can answer with either a tick or a cross.
- For more detailed information on how and why we are collecting this information please see the Frequently Asked Questions overleaf.
- IMPORTANT** - we can't use any of this information unless we have your clear consent, so please fully complete the declaration at the end with your signature, your name, and the date.

**complete by 6 June 2023**

**If you need help with completing this form please email support@arp-research.co.uk or phone 0800 020 9564 Please do not contact SHDC**

## Prize Draw!



Return for a chance to win Love2Shop vouchers worth:

1x £100  
2x £50

## Frequently Asked Questions



### Why are you sending out this questionnaire?

Data protection legislation requires us to make sure that the details we hold about our tenants is correct. Updating our records allows us to understand more about you and others living in your household. The information we gather allows us to invest in services that are relevant and valued by you.

### Who are ARP?

We have asked ARP Research to carry out this survey for us. ARP and their call centre partner Prevision specialise in running surveys like this for landlords across the country. They will keep your information confidential and are not allowed to use your details for any reason other than running this census survey. They also conform to the Data Protection Act and the General Data Protection Regulation (GDPR). SHDC has carried out checks against ARP including their storage of your data. They will not pass your data on to any other companies - this data is for SHDC only as your landlord.

### What's going to happen with this information and who will use it?

The details you share with us are kept confidential and will be used to make sure we are providing the right services to you and that your needs are properly met. When handling your information SHDC and ARP will act in accordance with the Data Protection Act and GDPR. This means we will not keep your data for longer than necessary (e.g. normally the length of time you have a tenancy with us) and also that it is kept in a secure place and only accessed by those authorised who require the information in order to carry out work for us or on our behalf.

We will never sell on any of your information. This also includes ARP, any of our contractors or those working on behalf of us, all of whom are securely tied into our own Data Protection Policy. ARP will collate all of your responses and securely transfer them to us. Your completed form will be kept in secure and confidential storage for no longer than necessary and then securely shredded. You have the right at any time to request details of any of your personal information we hold on our systems.

We may contact you in future if the data you provide us with differs from what we currently hold about you, such as your surname or number of people in your household. This is to ensure we have correctly interpreted what you have provided.

Further information is available on the Council's privacy notice online at: [bit.ly/SHDCpriv](http://bit.ly/SHDCpriv)

### Some of the questions are personal, why do you need to know?

We are committed to providing fair and accessible services to everyone. We have a legal obligation to ensure tenants are not discriminated against - we will use this information to monitor the take-up of our services and prevent discrimination.

### What do you mean by disability?

Being disabled is defined as someone who has a physical or mental impairment that has substantial or long-term adverse effects on their ability to carry out normal day to day activities. Long-term refers to when it has lasted, or is likely to last at least 12 months; substantial refers to it being more than minor and, for example, would affect activities such as walking, having a bath, completing forms and so forth. A physical impairment could mean a range of issues such as a loss of limb, or sensory issues such as hearing difficulties. A mental impairment could also refer to a range of issues such as nervous breakdowns, OCD, eating disorders and so forth. Progressive conditions refer to anyone diagnosed with a condition such as cancer or multiple sclerosis. These conditions are classed as a disability from the date of diagnosis.

page 2

### What do I need to do?

You and your household members need to simply fill in the questionnaire which will only take you a short period of time. If there is anyone in your household under 18 then you can complete their information on their behalf. Once you have filled out the questionnaire, one of the named tenants (or a representative with the power of attorney) needs to sign the back of the form to show us that you give your consent for us to have this information and to use it to help you and improve our services.

### If I am having difficulty who can help me fill the form out?

ARP can help, you can email them at [support@arp-research.co.uk](mailto:support@arp-research.co.uk) or phone them on 0800 020 9564.

### Can I have the form in another language or format?

If you need a large print copy of the questionnaire or need to complete the survey on the phone, please call ARP on 0800 020 9564. For other formats or languages, please contact either ARP on 0800 020 9564 or the Council on 01775 761161 for us to arrange for you to take part.

### Can I have a replacement form?

Yes, you can request one from ARP by emailing [support@arp-research.co.uk](mailto:support@arp-research.co.uk) or by phoning 0800 020 9564. Alternatively, the census can be completed online at [www.arpsurveys.co.uk/sholland](http://www.arpsurveys.co.uk/sholland)

### Can I have a replacement freepost envelope?

The census can be sent back in any envelope to the following address:  
Freepost RTZK-RGZT-BSKU  
ARP Research  
PO Box 5928  
SHEFFIELD  
S35 5DN

If you do would like an envelope posting to you, you can request one from ARP by email [support@arp-research.co.uk](mailto:support@arp-research.co.uk) or phone 0800 020 9564.

### I am having trouble accessing the census online, who can help me?

The online census is available to all tenants at the following address: [www.arpsurveys.co.uk/sholland](http://www.arpsurveys.co.uk/sholland) You must type in your unique code found on the paper census and covering letter. If you still need help, please contact ARP by emailing [support@arp-research.co.uk](mailto:support@arp-research.co.uk) or by phoning 0800 020 9564.

### How do I enter the free prize draw?

All completed and signed returns will automatically be entered into a prize draw. There will be no more than one prize per household. The competition prizes are gift cards. There is no cash alternative offered to winners and the prize is not transferable. ARP will select the winners and we will contact them by 4 August 2023. You can opt out of the prize draw on the back page.

### Please remember:

This data will be kept confidential and will be used to update our records, to help us to plan for future services and identify any current services that we need to alter. It will only be accessed by those who require the information in order to carry out work for us or on our behalf.

page 3

## 1st Tenant

Your full name according to our records:

Title

First name

Middle name

Last name

A1 Your full name if different from above:

Title

First name

Middle name

Last name

Your date of birth according to our records:

Day  Month  Year

A2 Your date of birth if different from above:

Day  Month  Year

A3 Does this person still permanently live at this address?

Yes **GO TO A6 →**  
 No

A4 Date stopped permanently living at the address

Day  Month  Year

A5 Why did they stop living permanently at this address (write in)?

**GO TO Section 2 →**

page 4

A6 Your national insurance number:

### Personal data

Knowing who lives in our homes, allows us to tailor our services to the needs of our tenants. You do not have to answer these questions, but it will help us to serve you better if you do.

A7 What gender do you identify as?

Female  
 Male  
 Other  
 Prefer not to say

A8 Which of the following best describes your sexual orientation?

Heterosexual/Straight  
 Gay or lesbian  
 Bisexual  
 Other sexual orientation  
 Prefer not to say

A9 What is your current marital status?

Never married or in registered civil partnership  
 Married  
 In a registered civil partnership  
 Separated but still legally married  
 Separated but still legally in a civil partnership  
 Divorced  
 Formerly in a civil partnership which is now legally dissolved  
 Widowed  
 Surviving partner from a registered civil marriage  
 Prefer not to say



# Appendix A. Example questionnaire

**1 1st Tenant - continued**

**A10 What is your ethnic group?**  
 Choose one section from A to E, then tick one box to best describe your ethnic group or background

**A: White**

English, Welsh, Scottish, Northern Irish or British

Irish

Gypsy or Irish Traveller

Roma

Any other White background

**B: Mixed or multiple ethnic groups**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed or Multiple background

**C: Asian or Asian British**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

**D: Black, Black British, Caribbean or African**

Caribbean background

African background

Any other Black or Black British background

**E: Other ethnic group**

Arab

Any other ethnic group

Prefer not so say

**A11 What is your nationality?**

United Kingdom (inc. British, English, Welsh, Scottish, Northern Irish)

European Economic Area (EEA) country, (write in below)

Any other country (write in below)

Prefer not to say

**A12 Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

Yes

No **GO TO A15 →**

Prefer not to say **GO TO A15 →**

**A13 Do any of your conditions or illnesses reduce your ability to carry out day to day activities?**

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**A14 Which of the following best describe your conditions or illnesses?**

Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

page 5

**1 1st Tenant - continued**

**Communication needs**

**A15 Do you need any of the following help when we communicate with you?**

Tick all that apply. You can tell us about other languages in the next question

Large print

Braille

British Sign Language

Interpreter

Documents in a different language

**A16 What is your preferred written language?**

English

Other - please write in below

**A17 Please tell us your mobile telephone number if you have one and consent for us to use it:**

Mobile number:

I consent for SHDC to text this number

If this number belongs to someone else, please tell us their name and relationship to you:

**A18 Please tell us your landline telephone number if you have one and consent for us to use it:**

Landline number:

If this number belongs to someone else, please tell us their name and relationship to you:

**A19 Please tell us your email address if you have one and consent for us to use it:**

If this email belongs to someone else, please tell us their name and relationship to you:

page 6

**2 2nd Tenant**

**This person must be named on the legal tenancy agreement. For any other person living at the address please skip to Section Three. If no one else lives here, skip to the back page.**

If the joint tenant no longer permanently lives here, please still tell us their name, the date they stopped living here, the reason and then skip to Section Three.

Please note that someone who would normally live here but may be away at university, hospital, prison or other temporary residence should still be included as a permanent resident.

**B5** Full name according to our records:

Title

First name

Middle name

Last name

**B1** Full name if different from above:

Title

First name

Middle name

Last name

**B2** Date of birth according to our records:

Day  Month  Year

**B2** Date of birth if different from above:

Day  Month  Year

**B3** Does this person still permanently live at this address?

Yes **GO TO B6 →**

No

**B4** Date stopped permanently living at the address:

Day  Month  Year

**B5** Why did they stop living permanently at this address (write in)?

**GO TO Section 3 →**

**B6** Your national insurance number:

**Personal data**

Knowing who lives in our homes, allows us to tailor our services to the needs of our tenants. You do not have to answer these questions, but it will help us to serve you better if you do.

**B7** What is your relationship to the 1st tenant?

1st tenant no longer lives here, so I am now the 1st tenant

Wife

Husband

Registered Civil Partner

Partner

Daughter or step daughter

Son or step son

Granddaughter or step granddaughter

Grandson or step grandson

Other female

Other male

**B8** What gender do you identify as?

Female

Male

Other

Prefer not to say

page 7

**2 2nd Tenant - continued**

**B9** Which of the following best describes your sexual orientation?

Heterosexual/Straight

Gay or lesbian

Bisexual

Other sexual orientation

Prefer not to say

**B10** What is your current marital status?

Never married or in registered civil partnership

Married

In a registered civil partnership

Separated but still legally married

Separated but still legally in a civil partnership

Divorced

Formerly in a civil partnership which is now legally dissolved

Widowed

Surviving partner from a registered civil marriage

Prefer not to say

**B11** What is your ethnic group?

Choose one section from A to E, then tick one box to best describe your ethnic group or background

**A: White**

English, Welsh, Scottish, Northern Irish or British

Irish

Gypsy or Irish Traveller

Roma

Any other White background

**B: Mixed or multiple ethnic groups**

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed or Multiple background

**C: Asian or Asian British**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

**D: Black, Black British, Caribbean or African**

Caribbean background

African background

Any other Black or Black British background

**E: Other ethnic group**

Arab

Any other ethnic group

Prefer not so say

page 8

# Appendix A. Example questionnaire

**2nd Tenant - continued**

**B12** What is your nationality?

United Kingdom (inc. British, English, Welsh, Scottish, Northern Irish)

European Economic Area (EEA) country, (write in below)

Any other country (write in below)

Prefer not to say

**B13** Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes **GO TO B16 →**

No **GO TO B16 →**

Prefer not to say **GO TO B16 →**

**B14** Do any of your conditions or illnesses reduce your ability to carry out day to day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**B15** Which of the following best describe your conditions or illnesses?

Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

**Communication needs**

**B16** Do you need any of the following help when we communicate with you?

Tick all that apply. You can tell us about other languages in the next question

Large print

Braille

British Sign Language

Interpreter

Documents in a different language

**B17** What is your preferred written language?

English

Other - please write in below

**B18** Please tell us your **mobile** telephone number if you have one and consent for us to use it:

Mobile number:

I consent for SHDC to text this number

If this number belongs to someone else, please tell us their name and relationship to you:

**B19** Please tell us your **landline** telephone number if you have one and consent for us to use it:

Landline number:

If this number belongs to someone else, please tell us their name and relationship to you:

**B20** Please tell us your email address if you have one and consent for us to use it:

If this email belongs to someone else, please tell us their name and relationship to you:

page 9

**Person 3**

Please give us the details of **all other** people who permanently live in the property. Once finished, please go to the **back page**. Please note that someone who would normally live here but may be away at university, hospital, prison or other temporary residence should **still be included as a permanent resident**.

If this person no longer permanently lives here, please still tell us the reason and then skip the section. If the person previously permanently moved away, but has now returned, you should give us the date they returned.

**Full name according to our records:**

Title

First name

Middle name

Last name

**C1** Full name if different from above:

Title

First name

Middle name

Last name

**Date of birth according to our records:**

Day  Month  Year

**C2** Date of birth if different from above:

Day  Month  Year

**C3** Date permanently started living at the address, or date moved back if they had permanently lived elsewhere before returning.

Day  Month  Year

**C4** Does this person still permanently live at this address?

Yes **GO TO C7 →**

No

**C5** Date stopped permanently living at the address

Day  Month  Year

**C6** Why did they stop living permanently at this address (write in)?

**GO TO Section 4 →**

**C7** What is their relationship to the 1st tenant?

Wife

Husband

Registered Civil Partner

Partner

Daughter or step daughter

Son or step son

Granddaughter or step granddaughter

Grandson or step grandson

Other female

Other male

**C8** What gender do they identify as?

Female

Male

Other

Prefer not to say

page 10

**Person 3 - continued**

**C9** Do they have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes

No **GO TO Section 4 →**

Prefer not to say **GO TO Section 4 →**

**C10** Do any of their conditions or illnesses reduce their ability to carry out day to day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**C11** Which of the following best describe their conditions or illnesses?

Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

**Person 4**

**Full name according to our records:**

Title

First name

Middle name

Last name

**D1** Full name if different from above:

Title

First name

Middle name

Last name

**Date of birth according to our records:**

Day  Month  Year

**D2** Date of birth if different from above:

Day  Month  Year

**D3** Date permanently started living at the address, or date moved back if they had permanently lived elsewhere before returning.

Day  Month  Year

**D4** Does this person still permanently live at this address?

Yes **GO TO D7 →**

No

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**Person 4 - continued**

**D5** Date stopped permanently living at the address

Day  Month  Year

**D6** Why did they stop living permanently at this address (write in)?

**GO TO Section 5 →**

**D7** What is their relationship to the 1st tenant?

Wife

Husband

Registered Civil Partner

Partner

Daughter or step daughter

Son or step son

Granddaughter or step granddaughter

Grandson or step grandson

Other female

Other male

**D8** What gender do they identify as?

Female

Male

Other

Prefer not to say

**D9** Do they have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes

No **GO TO Section 5 →**

Prefer not to say **GO TO Section 5 →**

**D10** Do any of their conditions or illnesses reduce their ability to carry out day to day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**D11** Which of the following best describe their conditions or illnesses?

Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

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# Appendix A. Example questionnaire

**Person 5**

Full name according to our records:

Title

First name

Middle name

Last name

**E1** Full name if different from above:

Title

First name

Middle name

Last name

Date of birth according to our records:

Day  Month  Year

**E2** Date of birth if different from above:

Day  Month  Year

**E3** Date permanently started living at the address, or date moved back if they had permanently lived elsewhere before returning.

Day  Month  Year

**E4** Does this person still permanently live at this address?

Yes **GO TO E7 →**

No

**E5** Date stopped permanently living at the address

Day  Month  Year

**E6** Why did they stop living permanently at this address (write in)?

**GO TO Section 5 →**

**E7** What is their relationship to the 1st tenant?

Wife

Husband

Registered Civil Partner

Partner

Daughter or step daughter

Son or step son

Granddaughter or step granddaughter

Grandson or step grandson

Other female

Other male

**E8** What gender do they identify as?

Female

Male

Other

Prefer not to say

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**Person 5 - continued**

**E9** Do they have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes

No **GO TO Section 6 →**

Prefer not to say **GO TO Section 6 →**

**E10** Do any of their conditions or illnesses reduce their ability to carry out day to day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**E11** Which of the following best describe their conditions or illnesses?

**!** Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

page 14

**Person 6**

Full name according to our records:

Title

First name

Middle name

Last name

**F1** Full name if different from above:

Title

First name

Middle name

Last name

Date of birth according to our records:

Day  Month  Year

**F2** Date of birth if different from above:

Day  Month  Year

**F3** Date permanently started living at the address, or date moved back if they had permanently lived elsewhere before returning.

Day  Month  Year

**F4** Does this person still permanently live at this address?

Yes **GO TO F7 →**

No

**Person 6 - continued**

**F5** Date stopped permanently living at the address

Day  Month  Year

**F6** Why did they stop living permanently at this address (write in)?

**GO TO Section 7 →**

**F7** What is their relationship to the 1st tenant?

Wife

Husband

Registered Civil Partner

Partner

Daughter or step daughter

Son or step son

Granddaughter or step granddaughter

Grandson or step grandson

Other female

Other male

**F8** What gender do they identify as?

Female

Male

Other

Prefer not to say

**F9** Do they have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes

No **GO TO Section 7 ↓**

Prefer not to say **GO TO Section 7 ↓**

**F10** Do any of their conditions or illnesses reduce their ability to carry out day to day activities?

Yes, a lot

Yes, a little

Not at all

Prefer not to say

**F11** Which of the following best describe their conditions or illnesses?

**!** Tick all that apply

Hearing impairment

Speech impairment

Visual impairment

Mobility issues (temporary)

Mobility issues (permanent)

Dexterity (e.g. lifting or carrying objects or using a keyboard)

Stamina or breathing or fatigue conditions

Mental health issues (including anxiety and depression)

Learning impairment

Social or behavioral condition (e.g. ADHD or ASD)

Memory issues

Other significant medical condition

Prefer not to say

**Person 7+**

If more than 6 people permanently live in this property, please write in how many more here:

Please provide their details on additional sheets, or alternatively we will contact you again in the future to collect this information.

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**8 Your Voice**

**G1** What would you like to be kept informed about?

**!** Tick all that apply

Investment in your home – repairs and upgrades

Keeping your home safe – fire safety & health and safety

Looking after your neighbourhood – anti social behaviour and maintaining your estate

Supporting you – financial help and support available

How we spend your rent

**G2** Would you like to be involved in reviewing and improving the topics above?

Yes

No

**!** **IMPORTANT**

Thank you for completing this form. Before returning please sign in the box below, write in your name and today's date to give your consent for us to use this information.

**Consent**

**Completed by:**

Signature:

Name:

**Completed on:**

Day  Month  Year

Tick here if you DON'T want to enter the prize draw

Tenant name(s):

Property address:

Postcode:

**RETURN TO:**  
 Freepost RTZK-RGZT-BSKU,  
 ARP Research,  
 PO Box 5928,  
 SHEFFIELD,  
 S35 5DN

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(t) 0844 272 6004

(w) [www.arp-research.co.uk](http://www.arp-research.co.uk)

ARP Research Ltd

1 Dickenson Court, Sheffield, S35 2ZS

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