Local Space
EDI data collection

Findings from the customer feedback survey

04/07/2022

IFF Research

Contents

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Background and approach

Background and approach

Background and objectives

In April 2022, Local Space commissioned IFF Research to conduct a survey to collect the Equality, Diversity and Inclusion (EDI) information of tenants living in properties owned by Local Space. EDI data refers to the 9 protected characteristics of the UK Equality Act 2010. Up to date and accurate EDI data will help Local Space to better understand their tenants and to shape their services to meet their needs.

Sample

Local Space provided a sample file to IFF Research that included the contact details of tenants in Local Space owned properties. This file comprised a total of 593 tenants from 545 households.

Survey approach

The survey was designed to collect the full range of EDI data on the tenant who was answering the survey as well as to ask a trimmed down, and less personal, set of EDI questions of other household members.

Tenants were initially invited, by email, to complete the survey online. IFF interviewers also called tenants to conduct the survey by phone and to remind/signpost them to the online survey. As an incentive to take part in the survey, tenants who completed the survey were entered into a prize draw to win £200.

117 telephone   64 online

= 181 interviews

Between 16th May – 8th June 2022, 181 surveys were completed. Each of these surveys represents a household, from which we collected data on a total of 488 individual household members.
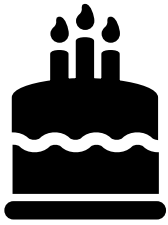
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The 9 protected characteristics of the UK Equality Act 2010
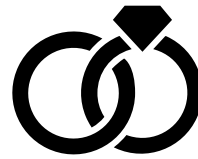
Age	Sex	Sexual orientation
Disability	Marriage and civil partnership	Pregnancy and maternity
Gender reassignment	Religion or belief	Race

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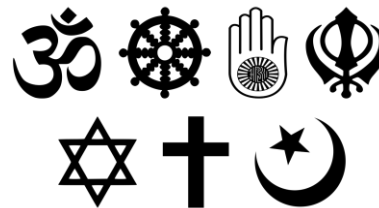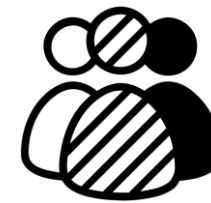
02

Local Space tenants

Age, Sex & Gender Reassignment of tenants

Age

19% — 25 to 34
40% — 35 to 49
24% — 50 to 64
3% — 65+

■ All
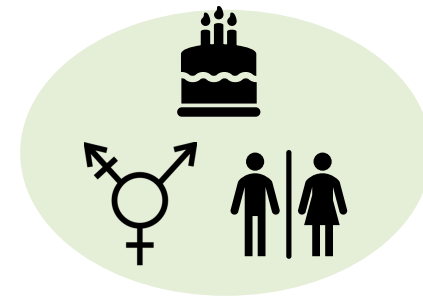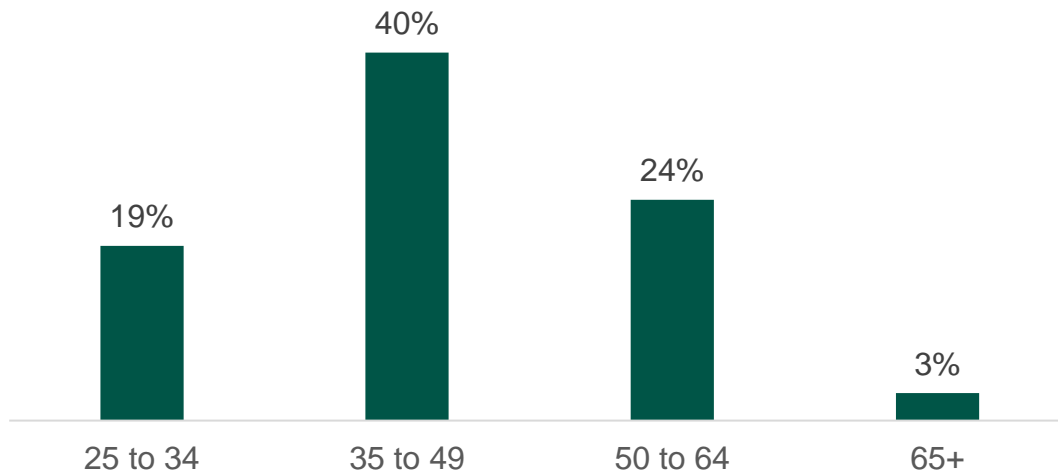
Gender same as registered at birth?

98% — Yes
1% — No
1% — Prefer not to say

■ Yes ■ No ■ Prefer not to say

How would you describe your gender?

73% — Female
25% — Male
1% — Prefer not to say

■ Male ■ Female ■ Prefer not to say
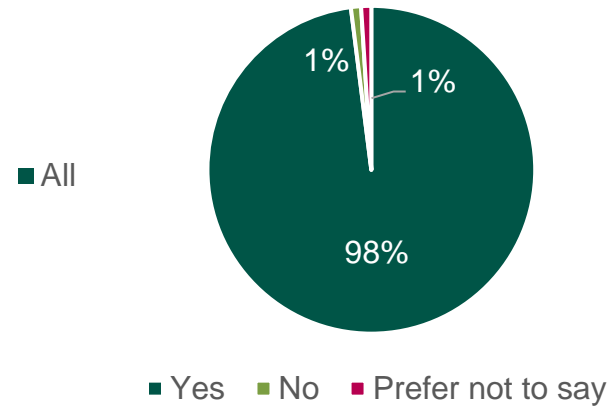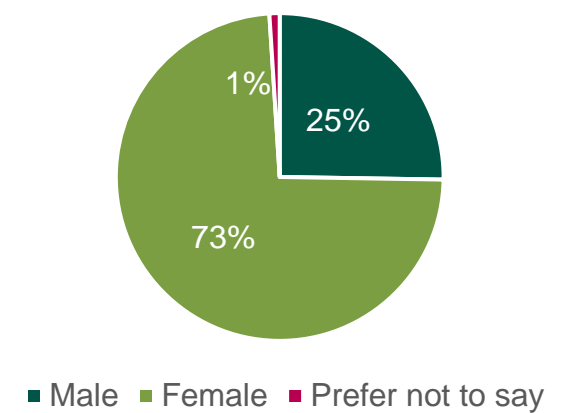
The majority of tenants who answered the survey are over the age of 35. 98% said their gender was the same as registered at birth, and 73% are female

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Disability profile of tenants

A quarter of tenants who answered the survey have a physical or mental health condition/illness expected to last more than 12 months. There was no difference in proportion whether they were female (26%) or male (24%).

Almost half of the men (45%) who reported a disability, said they had a long term illness

A third of the women (35%) who reported a disability had a mental health impairment. Overall, this equates to 9% of the female tenants who answered the survey with a mental health impairment.

25% have a physical/mental health condition/illness expected to last more than 12 months

■ All* ■ Male* ■ Female*

Category	All*	Male*	Female*
Breathing / Stamina / Fatigue	16%	9%	18%
Dexterity Impairment	2%	0%	3%
Hearing Impairment	7%	18%	3%
Learning or understanding	2%	0%	3%
Long Term Illness	29%	45%	24%
Medical Impairment	9%	18%	6%
Mental Health Impairment	27%	0%	35%
Mobility Disability	16%	18%	15%
Other	18%	27%	15%
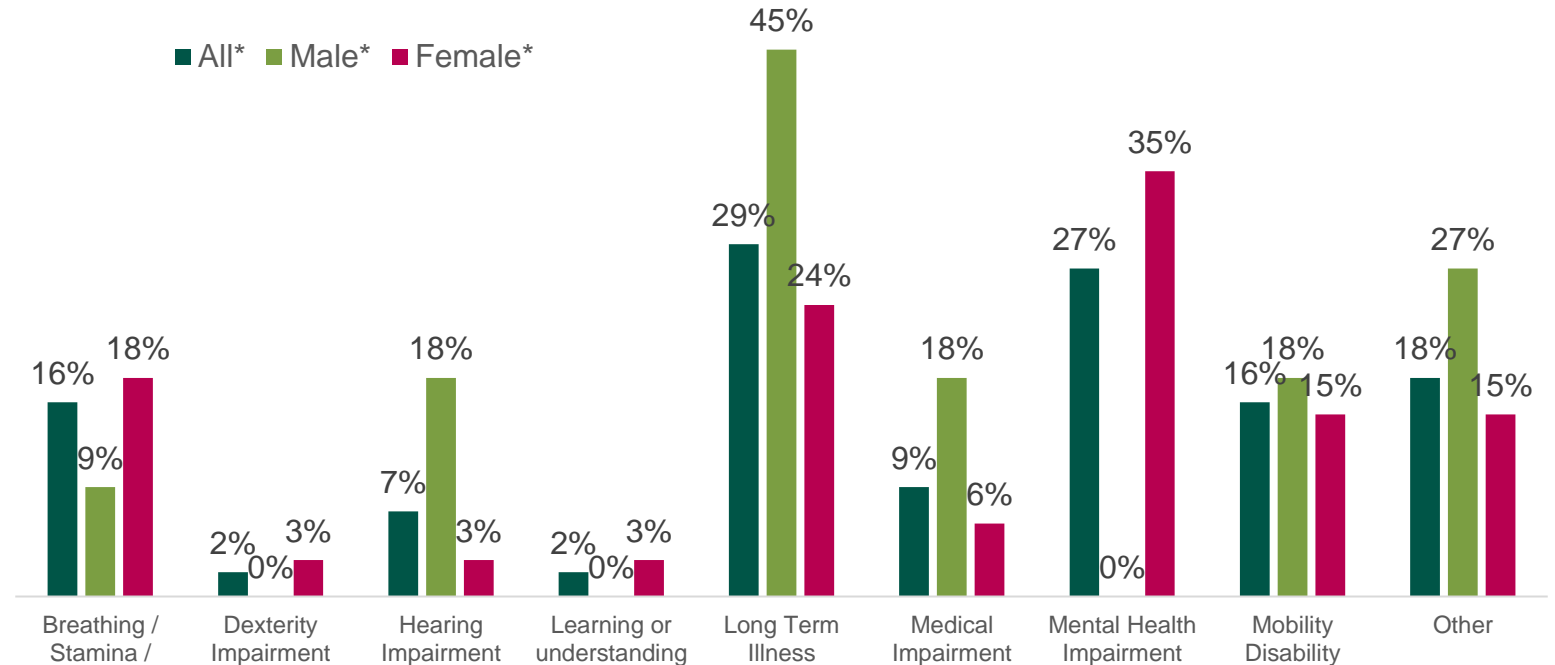
*Low base sizes

A12: Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities? *All tenants who answered the survey, n=181*
A13: Please can you tell me what type of health condition/disability you have? *All tenants who have a disability, n=45; Males n=11, Females n=34*

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Sexual orientation & marriage and civil partnership profile of tenants

85% of the tenants said they were Heterosexual/ straight, 10% chose not to answer the question about their sexuality.

38% had never married or been in a civil partnership, 32% are currently married or in a civil partnership, 19% are separated and 3% are widowed.

Sexual orientation

	Heterosexual / straight	Gay or lesbian	Bisexual	Other	Prefer not to say
All	85%	1%	2%	1%	10%
Male	89%	2%	2%	0%	7%
Female	85%	1%	2%	2%	11%

Legal marital or civil partnership status

Status	%
Prefer not to say	7%
Surviving partner from a civil partnership	0%
Widowed	3%
Formerly in a civil partnership	1%
Divorced	10%
Separated, still legally in a civil partnership	1%
Separated, still legally married	7%
In a civil partnership	2%
Married	30%
Never married / in a civil partnership	38%
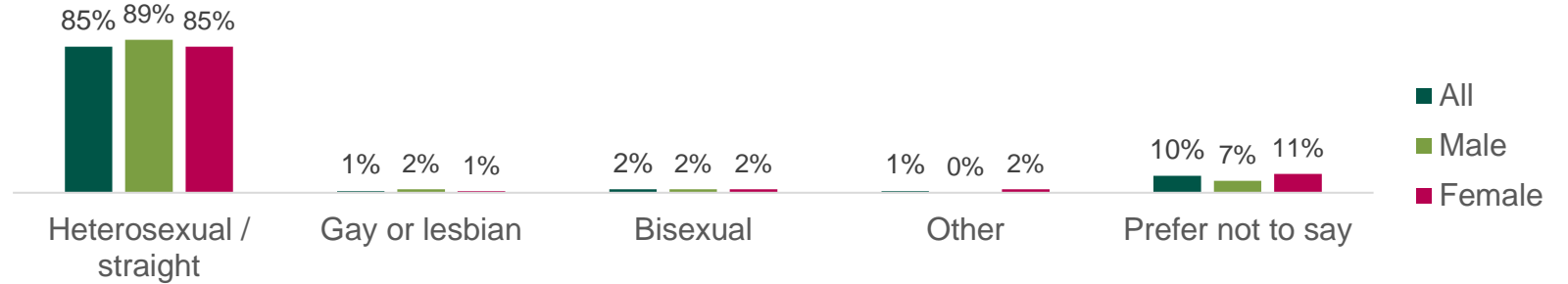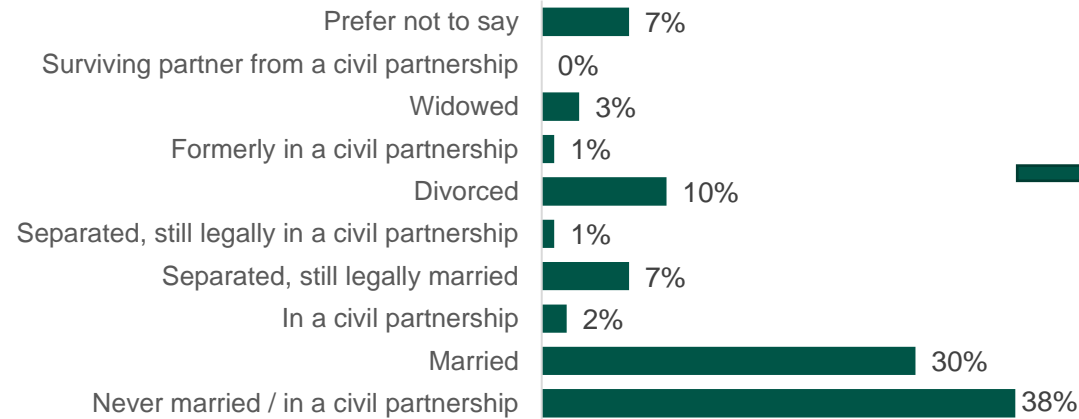
Who is (was) your marriage / civil partnership to?

- Opposite sex: 92%
- Same sex: 3%
- Prefer not to say: 5%
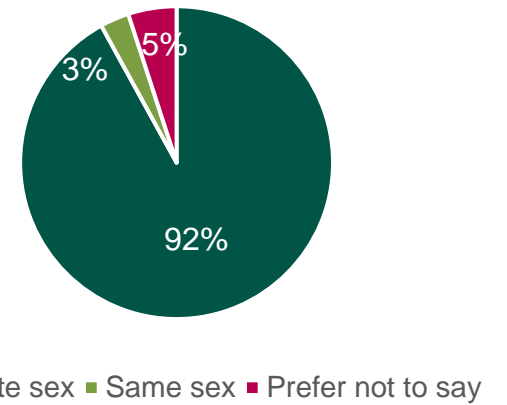
A6: What is your sexual orientation? *All tenants who answered the survey, n=181*
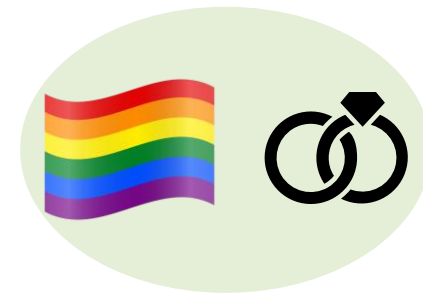A7: What is your legal marital or civil partnership status? *All tenants who answered the survey, n=181*
A8: Who is (was) your legal marriage or registered civil partnership to? *All tenants who are / have been married / in a civil partnership, n=92*

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Pregnancy and maternity of tenants

A combined 4% of tenants said they were pregnant or currently an expectant parent and 1% is currently on paternity leave. Men are more likely to be in full time paid work than women at 51% compared 32% for women.

Are you currently pregnant or an expectant parent?

- Currently pregnant
- Currently an expectant parent
- Neither pregnant nor an expectant parent
- Prefer not to say

1%
3%
7%
88%

Employment status

Category	Female	Male	All
Full time paid work	32%	51%	36%
Part time paid work	27%	22%	25%
Full time education (school/college/university)	5%		4%
Unemployed – looking for work	5%		4%
Unemployed - due to disability/long term…	10%	7%	9%
Unemployed - not seeking work	3%	2%	2%
Self-employed	2%	11%	4%
Fully retired	2%	2%	2%
Carer	5%	4%	4%
Looking after home or family	5%	4%	
On maternity / paternity leave	1%		1%

■ Female   ■ Male   ■ All

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Religion or belief & ethnicity of tenants
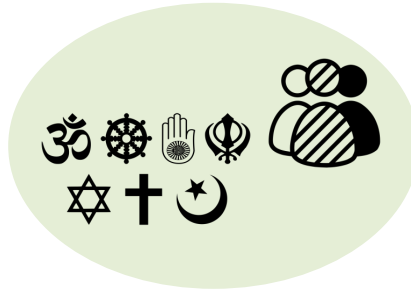
Black/ Black British African was the most common ethnicity at 32%. Christian religions were the most common with a combined 50% describing their religion as such, followed by 31% describing themselves as Muslim.

Ethnicity

Ethnicity	%
Black / Black British - African	32%
White British	13%
Black / Black British – Caribbean	8%
Asian or Asian British - Bangladeshi	8%
Asian or Asian British - Pakistani	6%
Mixed – other	4%
Other ethnic group	2%
Black / Black British – Other	2%
Asian or Asian British – Other	2%
Asian or Asian British - Indian	2%
Arab	1%
Asian or Asian British – Chinese	1%
Mixed white and Black Caribbean	1%
Mixed white and Black African	1%
Mixed white and Asian	1%
White – other	1%
White Roma	1%

Religion

Religion	%
Muslim	31%
Christian - other	30%
Roman Catholic	12%
Any other religion	9%
No religion	8%
Church of England	4%
Protestant - other	2%
Hindu	1%
Presbyterian	1%
Methodist	1%

A10: How would you describe your ethnicity? *All tenants who answered the survey, n=181*
A11: How would you describe your religion or belief? *All tenants who answered the survey, n=181*

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Communications preferences
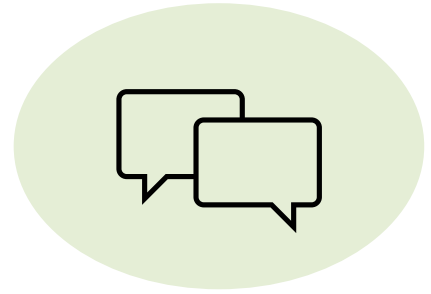
Most tenants prefer to communicate with Local Space via phone and email. A quarter stated that they wanted to *receive* communication via post.

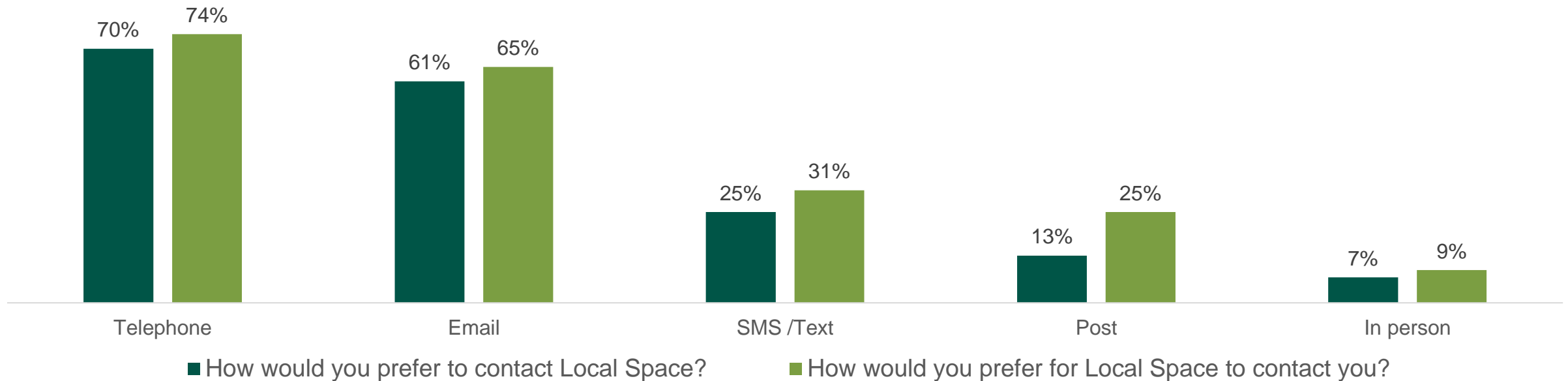|	Telephone	Email	SMS /Text	Post	In person
How would you prefer to contact Local Space?	70%	61%	25%	13%	7%
How would you prefer for Local Space to contact you?	74%	65%	31%	25%	9%

■ How would you prefer to contact Local Space?　　■ How would you prefer for Local Space to contact you?

A18: How would you prefer to contact Local Space in the future? *All tenants who answered the survey, n=181*
A19: How would you prefer Local Space to contact you in the future? *All tenants who answered the survey, n=181*

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The 'typical' Local Space tenant

The 'typical' Local Space tenant is a 45 year old woman living in a household of 3 members. She is Black British / African and she follows a Christian religion.

The average age is:
45

73% are:
Female

The average household size is:
2.7

50% are:
Christian

30% are:
Black British / African

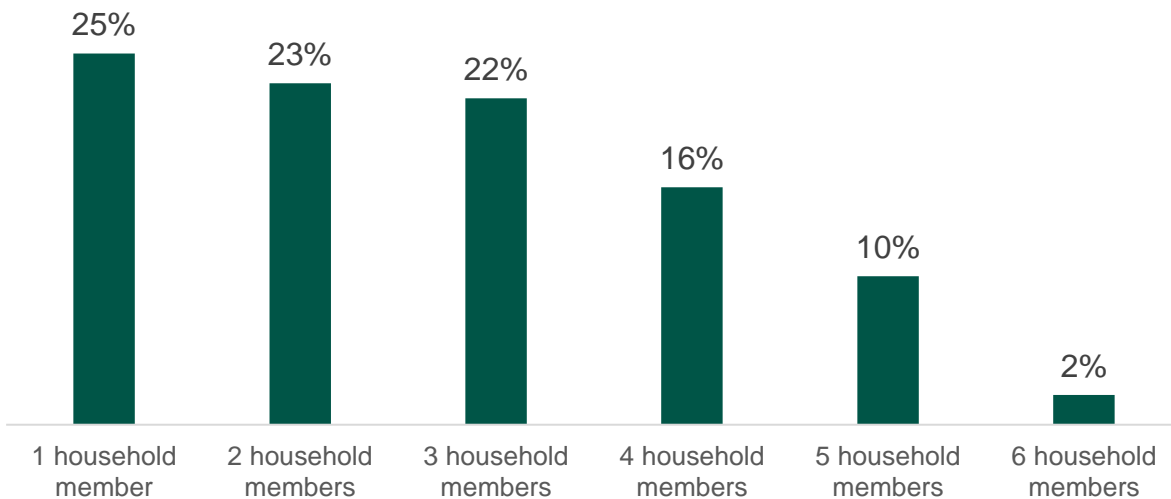IFF Research

03

Household members
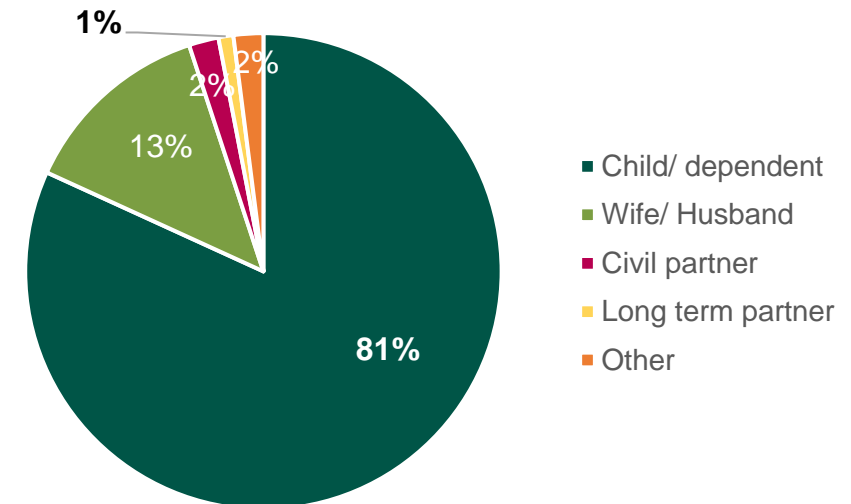
Number of Household members

The majority of households were multiple occupancy (72%). In addition to the 181 tenants who answered the survey, data was collected on a limited range of questions for 307 other household members. Meaning data was collected for a total of 488 individuals living in 181 households. Most of the other household members were children/dependents (81%) of the survey respondents

Number of other household members

Category	Percentage
1 household member	25%
2 household members	23%
3 household members	22%
4 household members	16%
5 household members	10%
6 household members	2%

Relationship to Tenant

- Child/ dependent — 81%
- Wife/ Husband — 13%
- Civil partner — 2%
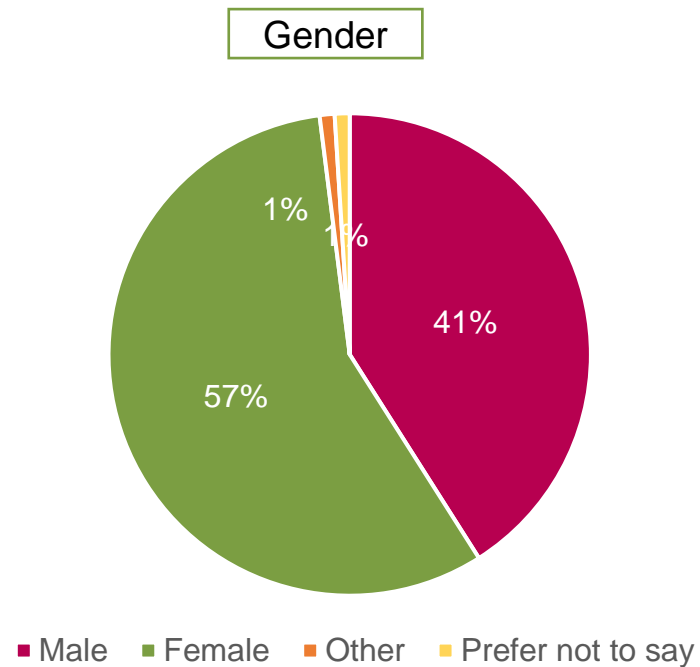- Long term partner — 1%
- Other — 2%

B3: How many others not mentioned live in your household? *All tenants who answered the survey, n=181*
B8: What is their relationship to you? *Other household members, n=307*

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Age & Gender of household members

There were more female household members than male (57% vs 41%). 49% of male household members are younger than 20, compared to 32% of female household members.

Gender

- Male
- Female
- Other
- Prefer not to say

57%
41%
1%
1%

Age

Legend:
- All
- Male
- Female

	Less than 1 year old	1 to 4	5 to 10	11 to 15	16 to 19	20 to 24	25 to 34	35 to 49	50 to 64	65+
All	1%	5%	14%	11%	8%	5%	11%	20%	10%	1%
Male	1%	6%	17%	16%	9%	7%	6%	13%	9%	1%
Female	1%	5%	11%	7%	8%	3%	15%	26%	11%	1%

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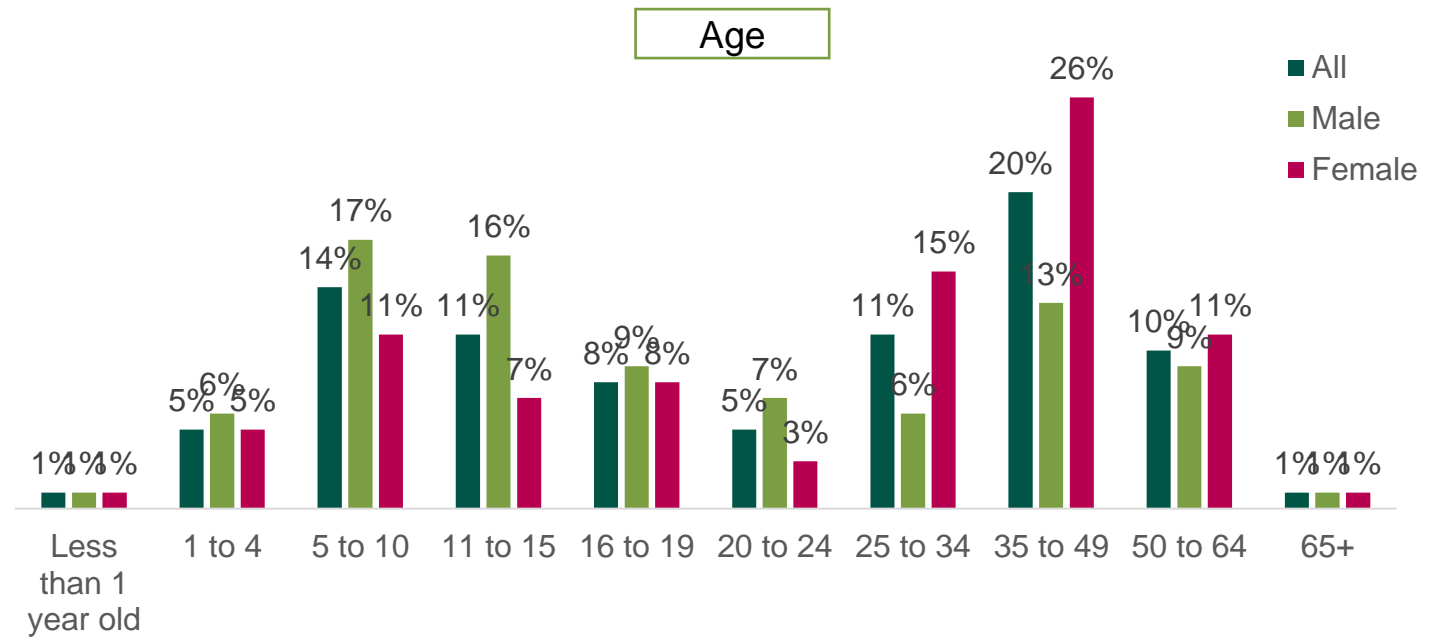
Disability profile of household members

Overall, 18% have a physical/mental health condition/illness expected to last more than 12 months

There was a significant gender difference in some conditions, with more males (26%) having learning or understanding problems than females (2%). Males were also more likely to suffer from social or behavioural problems than females (17% vs 2%).
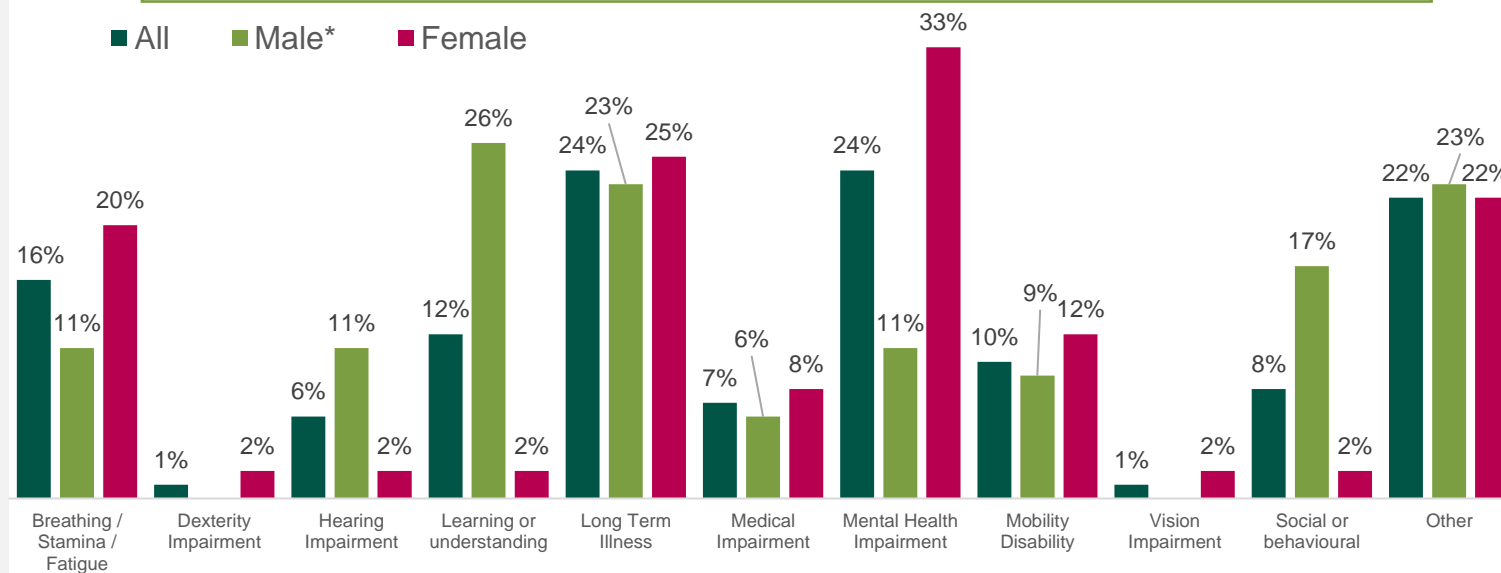
Conversely, females (33%) were more likely to have a mental health impairment than males (11%).

18% have a physical/mental health condition/illness expected to last more than 12 months

Legend: All (dark teal), Male* (green), Female (magenta)

Breathing / Stamina / Fatigue: All 16%, Male 11%, Female 20%
Dexterity Impairment: All 1%, Female 2%
Hearing Impairment: All 6%, Male 11%, Female 2%
Learning or understanding: All 12%, Male 26%, Female 2%
Long Term Illness: All 24%, Male 23%, Female 25%
Medical Impairment: All 7%, Male 6%, Female 8%
Mental Health Impairment: All 24%, Male 11%, Female 33%
Mobility Disability: All 10%, Male 9%, Female 12%
Vision Impairment: All 1%, Female 2%
Social or behavioural: All 8%, Male 17%, Female 2%
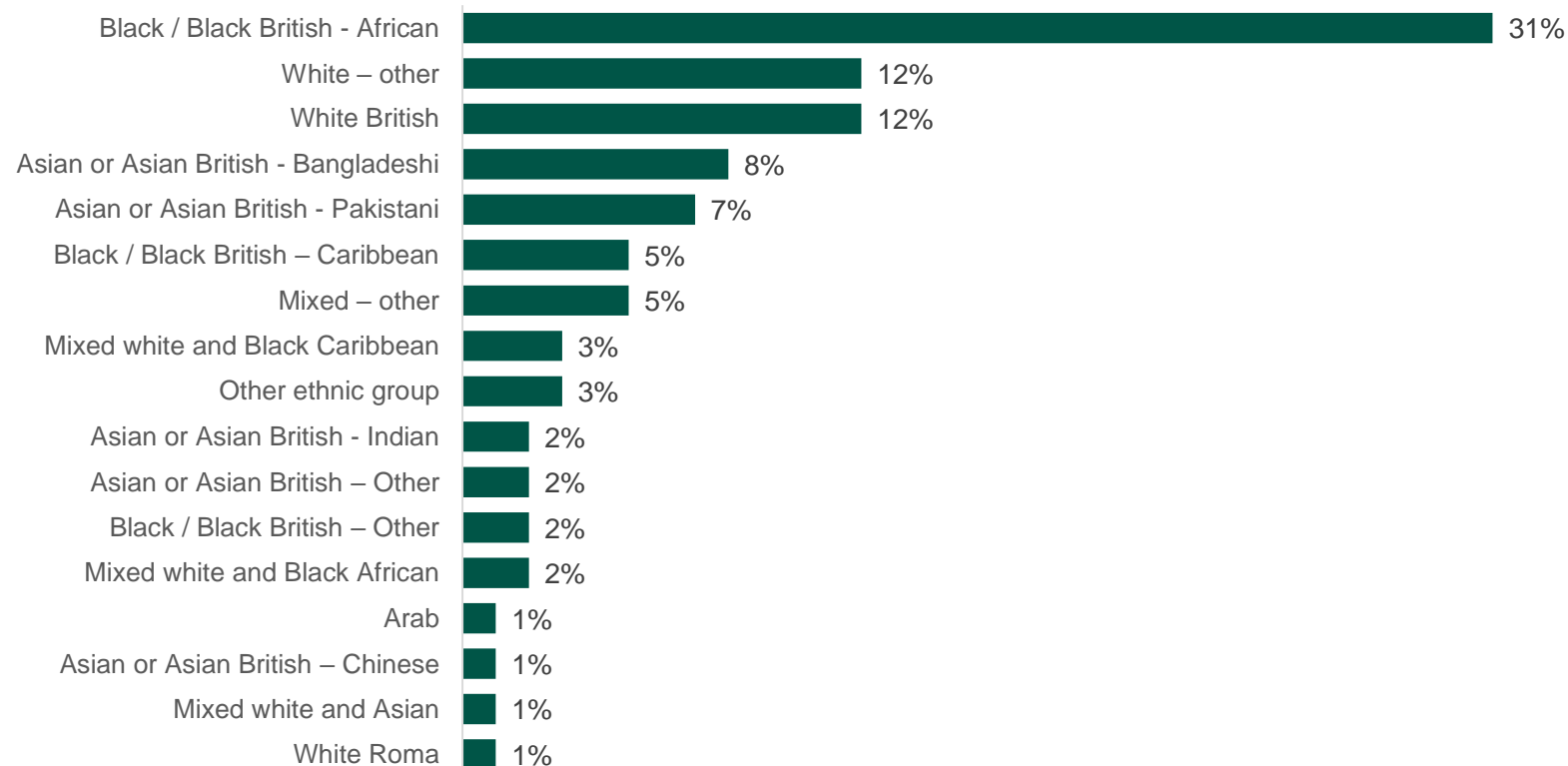Other: All 22%, Male 23%, Female 22%

*Low base size

A12/B12: Does [INSERT NAME] have any physical or mental health conditions or illness lasting or expected to last 12 months or more that reduce your ability to carry out day to day activities? *All household members, n=488*
A13/B13: Please can you tell me what type of health condition/disability [INSERT NAME] has? *All household members who have a disability, All n=86, Males n=35, Females = 51*

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Ethnicity of household members

In line with the profile of lead/joint tenants the largest ethnic group across all household members is Black/Black African (32%). A quarter of household members are White/White British.

Ethnicity	Percentage
Black / Black British - African	31%
White – other	12%
White British	12%
Asian or Asian British - Bangladeshi	8%
Asian or Asian British - Pakistani	7%
Black / Black British – Caribbean	5%
Mixed – other	5%
Mixed white and Black Caribbean	3%
Other ethnic group	3%
Asian or Asian British - Indian	2%
Asian or Asian British – Other	2%
Black / Black British – Other	2%
Mixed white and Black African	2%
Arab	1%
Asian or Asian British – Chinese	1%
Mixed white and Asian	1%
White Roma	1%

A11/B11: How would you describe their ethnicity? *All household members, n=488*
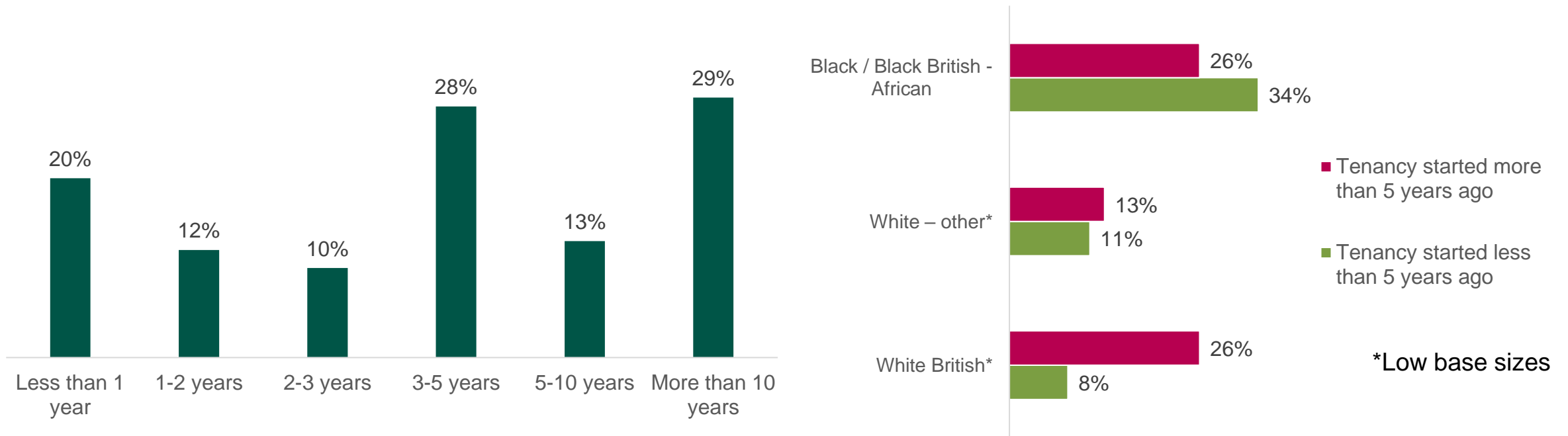
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04

Rent arrears and tenancy start date
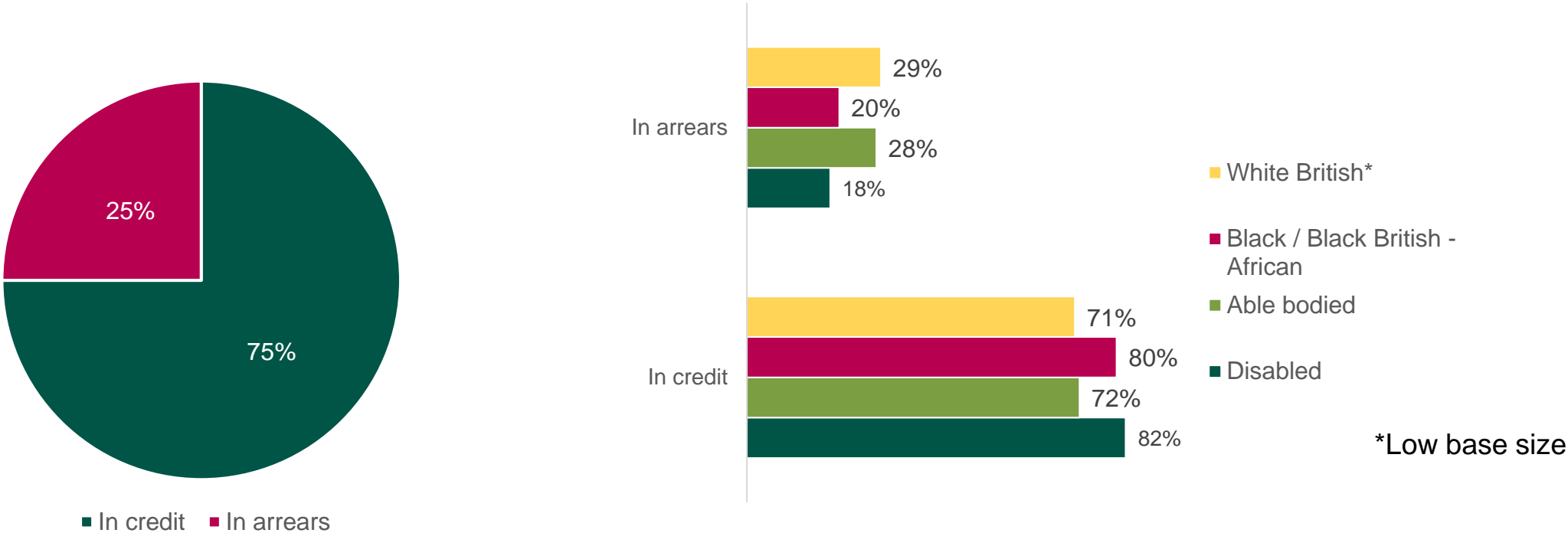
Tenancy start date

While base sizes are low, this survey suggests that over time, the proportion of tenancies with Black British / African is increasing, and the proportion of White British tenancies is decreasing

*Low base sizes

A10: How would you describe your ethnicity? *All tenants who answered the survey, n=181 (Black / Black British – African, n=58; White – other, n=21; White British, n=24)*

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Rent arrears/credit

Among the tenants who answered the survey, 25% were in arrears, this figure was slightly higher among White British respondents at 29% and among the able bodied respondents at 28%
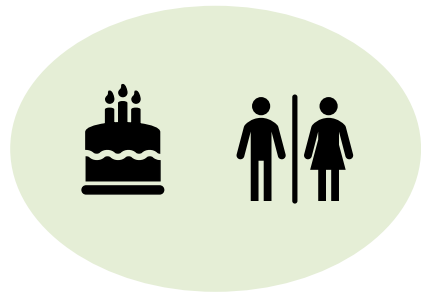

In credit   In arrears

In arrears
29% White British*
20% Black / Black British - African
28% Able bodied
18% Disabled

In credit
71%
80%
72%
82%

*Low base size

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05

Comparison with Local Space staff

Age & Gender of tenants compared with Local Space Staff
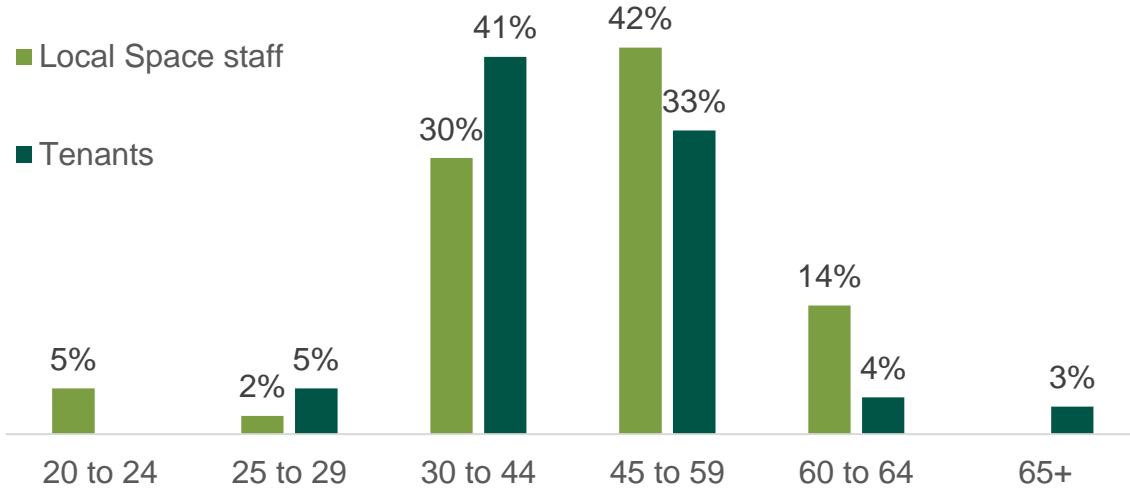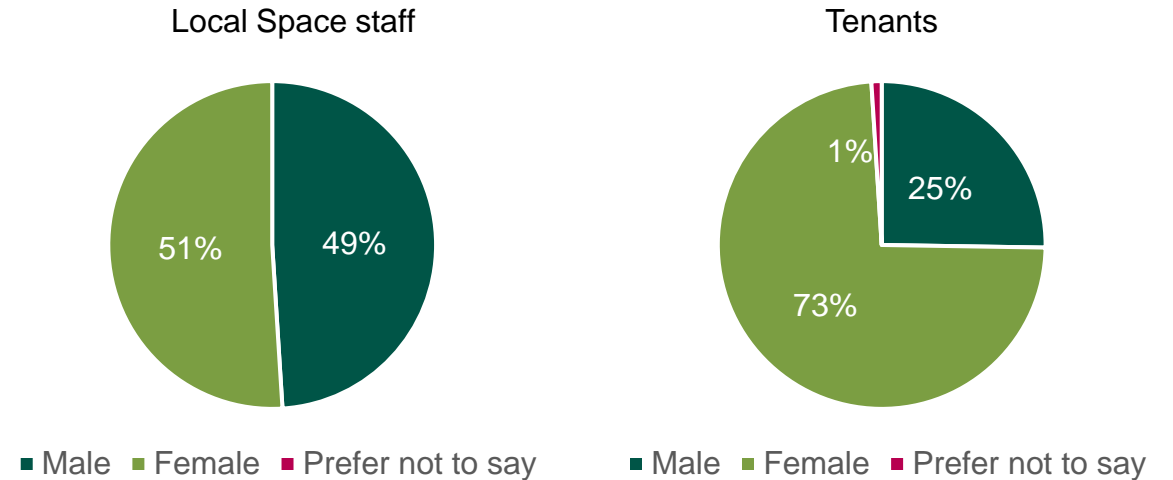
Age

- Local Space staff
- Tenants

Age	20 to 24	25 to 29	30 to 44	45 to 59	60 to 64	65+
Local Space staff	5%	2%	30%	42%	14%	
Tenants		5%	41%	33%	4%	3%

How would you describe your gender?

Local Space staff
- Male 49%
- Female 51%
- Prefer not to say

Tenants
- Male 25%
- Female 73%
- Prefer not to say 1%

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Religion or belief & ethnicity of tenants compared with staff

Ethnicity

Category	Local Space staff	Tenants
Black / Black British - African	30%	32%
White British	30%	13%
Black / Black British – Caribbean	14%	8%
Asian or Asian British - Bangladeshi	2%	8%
Asian or Asian British - Pakistani	2%	6%
Mixed – other	2%	4%
Other ethnic group		2%
Black / Black British – Other		2%
Asian or Asian British – Other		2%
Asian or Asian British - Indian	7%	2%
Arab		1%
Asian or Asian British – Chinese		1%
Mixed white and Black Caribbean	5%	1%
Mixed white and Black African		1%
Mixed white and Asian		1%
White – other	7%	2%

■ Local Space staff
■ Tenants

Religion

Category	Local Space staff	Tenants
Muslim	7%	31%
Christian	60%	50%
Any other religion	2%	9%
No religion	14%	8%
Hindu	2%	1%

■ Local Space staff
■ Tenants

A10: How would you describe your ethnicity? *All tenants who answered the survey, n=181, Staff n=43*
A11: How would you describe your religion or belief? *All tenants who answered the survey, n=181, Staff n=43*

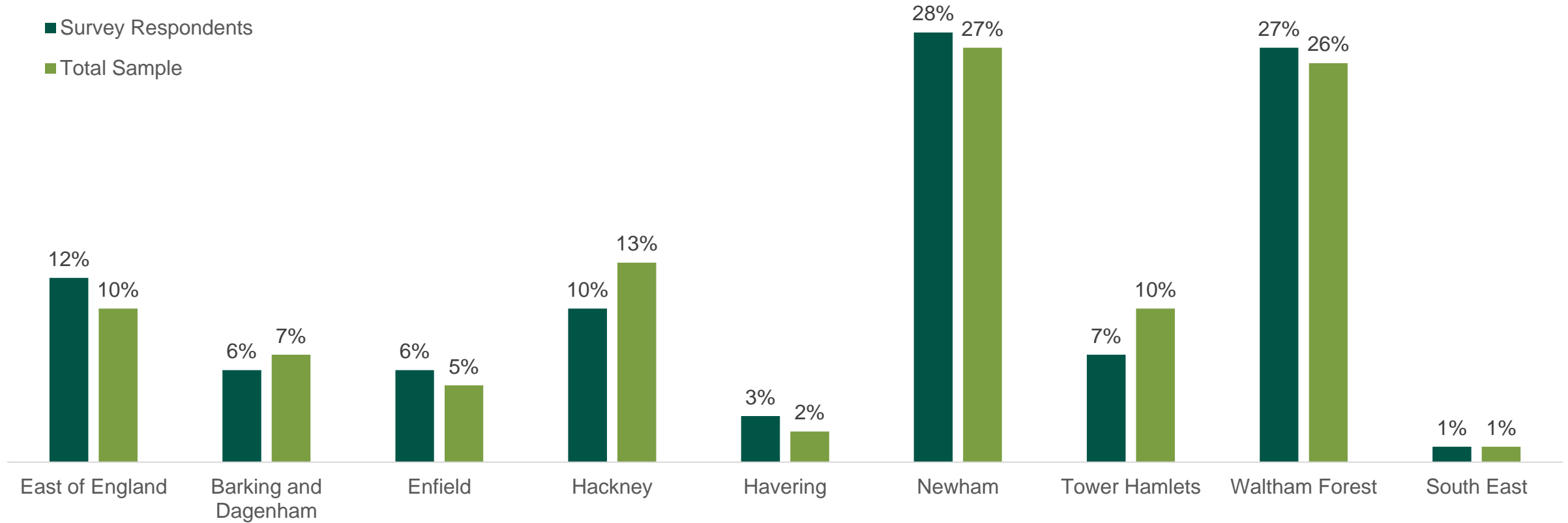www.iffresearch.com

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06

Appendix:

- Confidence intervals
- Comparisons between sample file and survey respondents

Confidence intervals

Audience	Sample size	Confidence interval at percentage score (at 95% level of confidence)				
		10%	25%	50%	75%	90%
All household members	488	2.7	3.8	4.4	3.8	2.7
All females	279	3.5	5.1	5.9	5.1	3.5
All males	201	4.1	6.0	6.9	6.0	4.1
All tenants	181	4.4	6.3	7.3	6.3	4.4

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Area based on property postcode

Information derived from sample

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Control group

- Survey Respondents
- All Sample

Category	Survey Respondents	All Sample
City Of London	4%	2%
Durham Road	1%	1%
Growth Plan B - (LBWF)	33%	31%
Growth Plan C - Tower Hamlets	6%	7%
Hackney	9%	12%
Hackney - Enfield	2%	3%
Hastings	1%	1%
Key-Worker Properties	26%	24%
Local Space Essex	12%	10%
London Borough Waltham Forest	8%	9%

Information derived from sample

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