

**Bristol's big  
housing  
conversation**

Investing in council homes



Help shape our 30-year plan  
for council homes

## Investing in Council Homes Consultation Report

Start Date: 20/10/21

End date: 3/12/21

# Contents

1. Introduction .....	4
2. Consultation approach.....	5
2.1 Aims.....	5
2.2 Designing the consultation .....	5
2.2.1 Designing an engaging consultation .....	5
2.2.2 Identifying areas to consult on .....	6
2.2.3 Creating a realistic consultation.....	7
2.2.4 Making the consultation accessible.....	8
2.2.5 Completing the consultation in time to influence the 30-year business plan.....	8
2.3 Promoting the consultation .....	8
3. Survey Responses.....	12
3.1 Response Rate.....	12
3.2 Geographic Distribution by Ward .....	13
3.3 Response by demographic.....	15
3.3.1 Resident property type .....	15
3.3.2 Non-resident housing type .....	15
3.3.3 Age .....	16
3.3.4 Disability.....	16
3.3.5 Sex.....	17
3.3.6 Ethnicity .....	18
3.3.7 Religion.....	19
3.3.8 Sexuality.....	20
3.3.9 Pregnancy.....	21
3.3.10 Refugee or Asylum seeker .....	21
3.3.11 Gender reassignment.....	22
4. Results.....	23
4.1 Simulator.....	23
4.1.1 Combined .....	23
4.1.2 Resident .....	23
4.1.3 Non-Resident .....	24
4.1.4 Conclusions from the simulator results .....	24
4.2 Survey results.....	24
4.2.1 Survey investment priorities.....	24
4.2.2 Survey - how important are the different investment options: .....	25

4.2.3	Survey – Funding options.....	27
4.2.4	Telephone Survey.....	27
4.2.5	Conclusions from Survey.....	28
4.3	Comments.....	29
4.4	Conclusions.....	31
5.	How this report will be used.....	32
6.	Feedback on the consultation.....	32

# 1. Introduction

The 30-year business plan sets out the investment priorities for the provision and management of council homes in Bristol for the next 30 years. The business plan and Housing Revenue Account are managed by the Housing & Landlord Services department within Bristol City Council.

The 30-year business plan models the expected income, raised through borrowing and rents payments, and how the income will be spent.

In previous years the creation of the business plan has been done by council officers and elected members.

This year for the first time we have asked the residents of Bristol and tenants of council homes what their priorities are and how we should pay for them. This forms the basis of a consultation that was run from 20 October to 3 December 21.

This report outlines the approach, response rates and findings of the consultation and is divided into the following sections:

## **Section 2: Consultation Approach**

Outlines the way the consultation was created, run and promoted

## **Section 3: Response Rate**

Presents who responded, the type of home they live in, where they live and their characteristics

## **Section 4: Results**

Presents the results of the consultation. Results are shown overall, for residents only and for everyone excluding residents

## **Section 5: How the report will be used**

At the end of the report there is a section to explain how the report will be used in the decision-making process.

The findings of the consultation will inform the decision at full council on 15 February 2022.

## 2. Consultation approach

### 2.1 Aims

The aim of the consultation was to seek the views of residents across the city. To find out their priorities for investment and how they should be paid for. The results will inform the development of a 30-year business plan for the Housing Revenue Account, and a decision at full council on 15 February 2021

From the outset we wanted to ensure that residents of council homes formed a significant group of respondents and that we were able to identify which responses came from council tenants.

We also wanted to encourage realistic responses. This meant how we structured the consultation was important; we wanted to communicate that it is not possible to keep rents and borrowing low and also be able to afford all of the investment priorities.

Another important factor was to ensure we were only consulting on the areas that were over and above the funding needed to provide homes that are safe and meet the required standard.

A final consideration was the need make the consultation was accessible and to encourage as many people to take part as possible.

The aims of the consultation are summarised below:

1. Designing a consultation that was engaging with different ways to get involved
2. To only consult on areas where there is a genuine choice and not areas of the budget that are needed to provide homes that are safe and to the required standard
3. To make sure responses are realistic and consider funding limits
4. Making the consultation accessible to reach as many people as possible
5. To complete in time to inform the 30-year business plan for council homes

### 2.2 Designing the consultation

#### 2.2.1 Designing an engaging consultation

The consultation was designed with different ways to get involved. This included the use of a budget simulator, an online survey, telephone surveys, postal surveys, and workshops.

- The budget simulator provided a realistic simulator so respondents could see how difficult choices needed to be made and the option of playing with different scenarios
- The survey on the website, by telephone and post enabled many more people to take part
- The workshops provided people with the opportunity to ask questions and highlight specific concerns

There is more about the different ways we created an engaging consultation in section 2.3 Promoting the Consultation.

## 2.2.2 Identifying areas to consult on

The first task was to identify the areas we could reasonably consult on. This was set by the Directors and Heads of Service for Housing & Landlord Services in consultation with the Cabinet Member for Housing Delivery and Homes, Councillor Tom Renhard. The areas were identified by excluding any areas of the budget that are needed for providing essential services. The following areas were agreed in September 2021:

Consultation theme	Description
<ul style="list-style-type: none"> <li>Rent amount – how much should we increase rents by?</li> </ul>	Reviewing rents is important, as rents and service charges are the main source of income. That income pays for services, repairs, maintenance and improvements to homes, communal areas, blocks, and estates.
<ul style="list-style-type: none"> <li>Borrowing amount – how much should we borrow?</li> </ul>	We can borrow money to pay for new investments. However, there is a limit to how much we can borrow and how much interest we can afford to pay
<ul style="list-style-type: none"> <li>Investment in blocks and estates</li> </ul>	The budget could be increased to improve the standards of our blocks and estates to meet resident priorities.
<ul style="list-style-type: none"> <li>Investment in kitchens</li> </ul>	We currently have a kitchen replacement programme where a kitchen life expectancy is 25 years. This lifecycle could be reduced to 20 years, meaning that kitchens would be replaced sooner, and more new kitchens would be delivered each year.
<ul style="list-style-type: none"> <li>Investment in bathrooms</li> </ul>	A replacement programme would mean that the complete bathroom would be modernised with new fittings, flooring, tiling etc; for all homes in the life of the 30 year plan.
<ul style="list-style-type: none"> <li>Investment in extending support services to vulnerable tenants</li> </ul>	This is an offer to tenants who need help with maintaining their gardens, decorating, or some odd jobs in the home (putting up curtain rails, shelves etc). This service can be reviewed and enhanced to provide this support to tenants who are unable to do these for themselves, supporting them in the tenancy.
<ul style="list-style-type: none"> <li>Investment in energy efficiency and carbon neutral</li> </ul>	Energy efficiency is a priority for Bristol City Council and for our residents. We also hope to complete programmes to insulate all of our homes to reduce demand for fuel.
<ul style="list-style-type: none"> <li>Investment in building new council homes</li> </ul>	We need to build more council homes to meet the needs of a growing population and to help reduce the amount of people who are homeless or living in temporary accommodation.

### 2.2.3 Creating a realistic consultation

One way we ensured the consultation was realistic was to use a simulator tool provided by a company called Delib. This was the same budget simulator used previously for council wide budget consultations.

The tool provides participants with a realistic view of the decisions we need to make. It allows users to increase rents and borrowing, using figures modelled on actual budgets, and to pay for investments based on the costs we expect to incur.

The simulator could be set to allow respondents to submit a budget that was not funded (where spend on new investments is greater than the income raised through rents and borrowing) or to prevent an unfunded, or unbalanced budget from being submitted (it could not be submitted until spend was less than income).

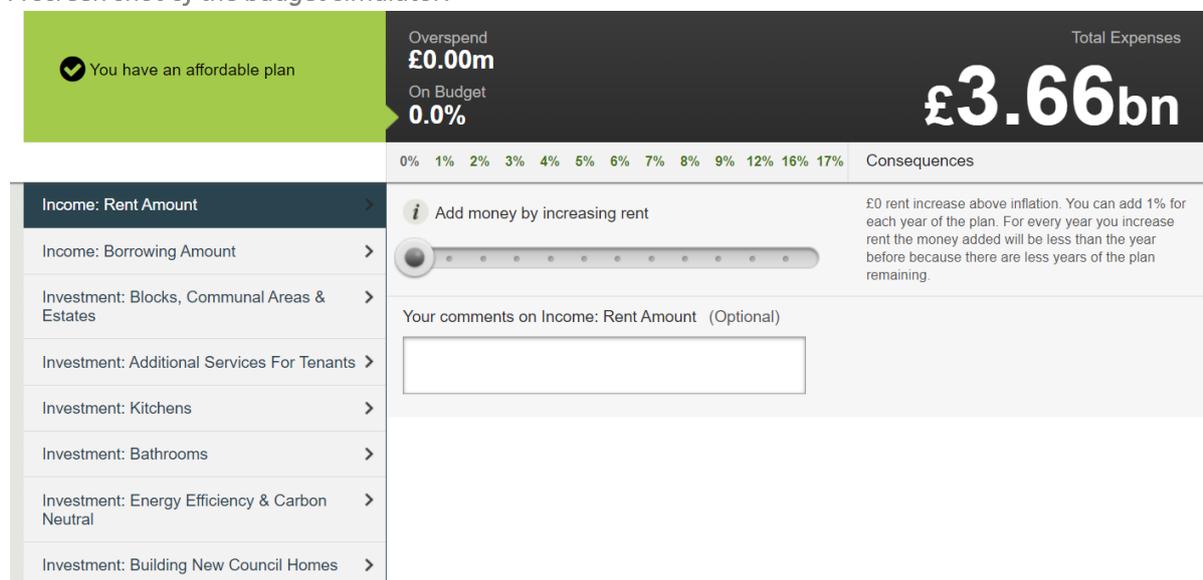
We decided to allow an unbalanced budget. The rationale was to encourage as many contributions as possible.

The budget simulator was hosted on a website accessible from the main council website and consultation hub.

As part of creating the simulator we needed to set the budget amount and estimate the cost of each of the investments. We also need to describe the impact of increasing rents or deciding not to invest in a particular priority.

A view of the budget simulator and figures used in the consultation are provided below.

*A screen shot of the budget simulator:*



*Table showing how figures in budget simulator were calculated*

Consultation Theme	Amount
Base budget	The base budget was calculated by taking the budget for last year and multiplying this by 30. The budget for 30 years was set at £3.66 billion
Rent Increase	Allowing a 1% increase each year for the lifetime of the 30-year plan. This would allow participants the option of adding a 30% increase in rents above inflation

Borrowing	Borrowing will be on top of current borrowing of £245 million. To keep future borrowing affordable we set the amount of additional borrowing to £150m
Blocks & estates	To fund improvements to our blocks, estates and communal areas. The level of funding was set at £90m.
Kitchens	To increase the frequency of kitchen replacements we allowed £30m
Bathrooms	To introduce a bathroom replacement programme, we allowed £57.5m
Extending Services to Vulnerable Tenants	To provide additional help to tenants who need it with support such as clearing gardens, putting up shelves or moving we allowed up to £15m
Energy Efficiency & Carbon Neutral	We allowed up to £20k per home to meet our carbon neutral targets. The total cost estimated at £540m
Building New Council Homes	We allowed up to £800m for new homes. This would allow a total of 4500 new council homes to be built. 1500 to be built before 2025

#### 2.2.4 Making the consultation accessible

The design of the consultation needed to allow as many people to take part as possible. We achieved this by designing the budget simulator to be engaging and easy to use, and by creating a survey that can be accessed online, used during a telephone interview and by paper copy.

The survey asked participants to score investment priorities out of 5. We followed the same format as the budget simulator so we could easily compare results.

We recognised that this introduced a compromise between making it easy to take part and the quality of the data; the survey was a simpler approach which did not encourage people to make the same difficult choices between increasing rents and investments provided by the simulator.

Both approaches met accessibility guidelines and together they provided a good balance on the type of responses.

We also designed the promotion campaign to be as inclusive as possible. The approach taken is described in more detail in the next section.

#### 2.2.5 Completing the consultation in time to influence the 30-year business plan

The consultation needed to be completed in early December to allow the outcomes to be included in the business plan. We also provided a weekly summary of the results so an early view could be provided.

The consultation ran from the 20 October to 3 December 2021.

### 2.3 Promoting the consultation

The promotion of the consultation was carefully planned to include a wide demographic and to target responses from our residents. The table on the next page identifies the activity, what it was designed to do, how many people we reached and where relevant the date the promotion activity took place.

Table showing how the consultation was promoted:

Activity	Purpose	Reach	Date	Results
Press release	To announce the start of the consultation	Citywide	20/10/21	
Resident events including: Service User Groups Housing Scrutiny Panel Housing Forums	To provide the opportunity for residents and leaseholders to speak to Housing & Landlord Services about their priorities	All involved residents were invited to attend one or all events – 1000 residents	From 20 Oct to 24 Nov (6 events in total)	70 residents attended across all 6 events
Advert in Housing News	Advert in copy of housing news sent to all residents	28,000	Nov	28,000
Advert in voice publications	Half page advert placed in all copied of the voice sent out in areas within the Bristol City Council Boundary	59,200	Oct/Nov	Citywide promotion
Posters in blocks	Put up by caretakers across all our blocks	600	Oct/Nov	600
Postcard distribution	Distributed by colleagues, Cllrs	25,500	Oct/Nov	25,500
Promotion on website	Micro site created for the consultation <a href="#">Investing in council homes - Bristol's Big Housing Conversation - bristol.gov.uk</a>	Part of BCC website	Oct/Nov	713 page views – this does not include short links tracking created from social media referrals or text message referrals. For the main page the average time spent on the page was 7 minutes – a highly engaged audience
Added to Citizen Hub pages	<a href="#">Investing in council homes consultation - Bristol - Citizen Space</a>	Part of BCC website	Oct/Nov	
Social Media organic posts using channels	To reach followers and fans of: <ul style="list-style-type: none"> <li>• BCC Facebook account</li> <li>• BCC Twitter account</li> <li>• BCC LinkedIn account</li> <li>• BCC Council housing FB account</li> <li>• BCC Nextdoor account</li> </ul>		Oct/Nov	54,000 reach for 6 x Facebook posts (includes 2 x boosted posts)  5,260 reach for 2 x Nextdoor posts  8 tweets from BCC account

Activity	Purpose	Reach	Date	Results
				2 x LinkedIn BCC posts to reach the 19,000 followers
2 x Facebook boosted posts	To reach wider audience on Facebook not currently following BCC channels	43,134 people saw one of the ads at least once	Nov/Dec	Over 2000 engagements with either posts  Over 543 likes, comments and shares received  268 people clicked on the direct link to the web page
Telephone survey	Telephone survey to 500 residents to increase the number of residents participating	500	Nov	500 surveys completed
Paper copies	Sent to <ul style="list-style-type: none"> <li>residents we don't have email addresses for</li> <li>residents in supported housing to older people properties</li> <li>To support participation from people who may not be online</li> </ul>	4500	Nov	406 paper copies returned
Text message to all residents that have a mobile number	Reminder short text and link sent to all mobile numbers on our housing system	6,459		738 direct clicks on the link to the consultation page
Email marketing with promotional toolkits provided	To support wider promotion using stakeholders – the below were sent toolkits: <ul style="list-style-type: none"> <li>The Mayor's office</li> <li>All Cllrs</li> <li>Community engagement teams</li> <li>14 citywide Voice and Influence groups</li> <li>Goram Homes</li> <li>The housing festival</li> </ul>	Large numbers, including people from diverse groups	Nov	Facebook and Tweet from Marvin's accounts to his followers  Posts from other stakeholders / Cllrs promoting on social media  Reach across all influence groups
Internal communications through	To get colleagues to take part	All housing colleagues	Oct/Nov	117 BCC colleagues took part in the consultation

Activity	Purpose	Reach	Date	Results
Moving Forward Together communications, all staff bulletin		and wider colleagues through all staff bulletin		
Internal briefings for housing colleagues	To educate colleagues and take them through the process	Housing colleagues	Oct/Nov	132 colleagues attended one of three sessions
Promotional video created to intro – Cllr Renhard	To introduce and encourage participation	Visitors to the microsite. Promoted through social media and added to Facebook	Oct/Nov	254 views on YouTube  209 views when shared on Facebook

### 3. Survey Responses

This section describes the number and type of responses we received during the consultation.

It shows the overall response rate, the responses by ward and a breakdown of responses by demographic including house type and by protected characteristics

#### 3.1 Response Rate

The table below shows the response rate by method and by role. We received <insert number> responses in total with the majority taking part by completion of the survey. Most respondents, about 60% were tenants in one of our properties.

*Table showing responses received through each channel*

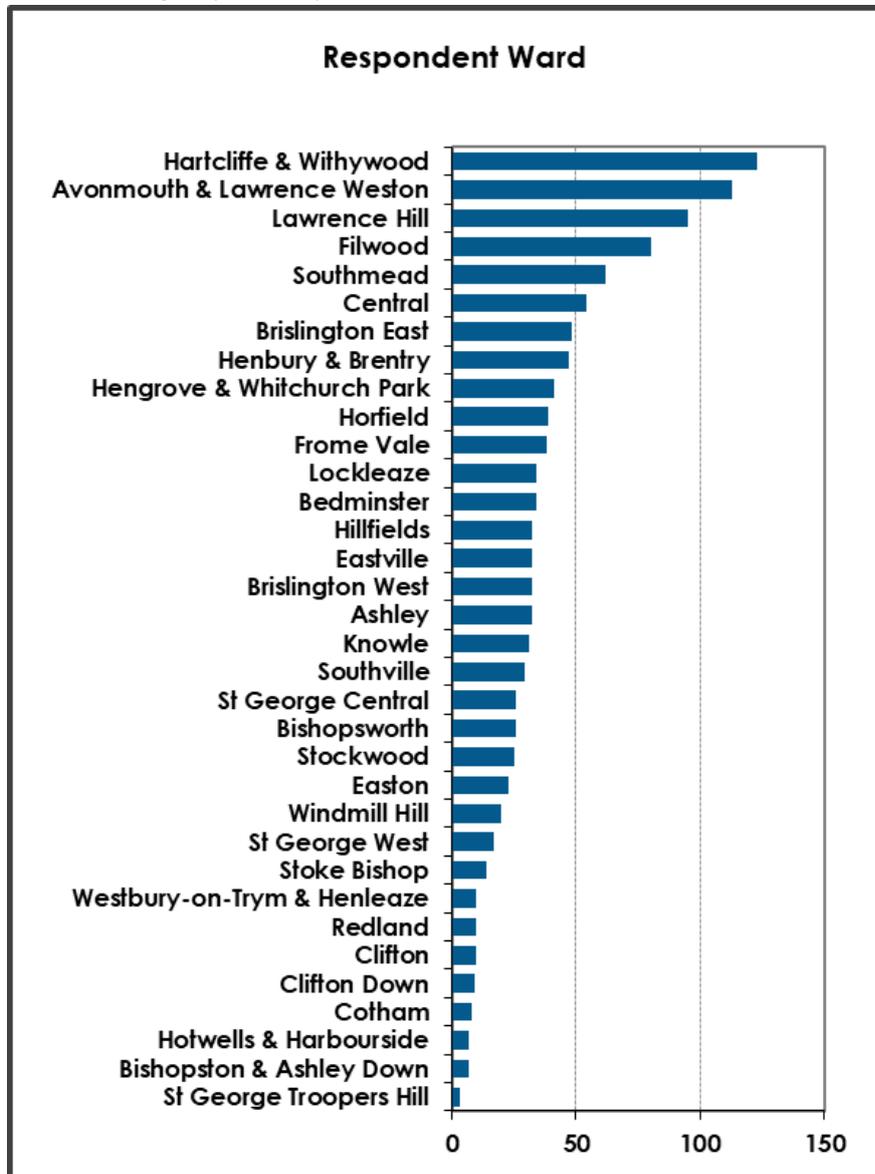
<b>Total Responses 1471</b>	
<b>Response method</b>	
Budget simulator	205
Survey – online	359
Survey – telephone	501
Survey - paper	406
<b>Respondent Role</b>	
Resident or leaseholder	1047
Council employee	117
Member of the public	227
Business or another organisation	6 <i>BCC x 2 Dove Gardens, Kingsdown Centre for Sustainable Energy Residents' association member Broomhill infant school</i>
Other roles specified	12 <i>Architect Homeless x 2 Labour party member Private landlord providing social housing Tenant in private house share No fixed abode on housing waiting list Ex-tenant trying to get back on waiting list Leaseholder Voter Living with parents in council house Leaseholder</i>

Note: Not all respondents provided their role.

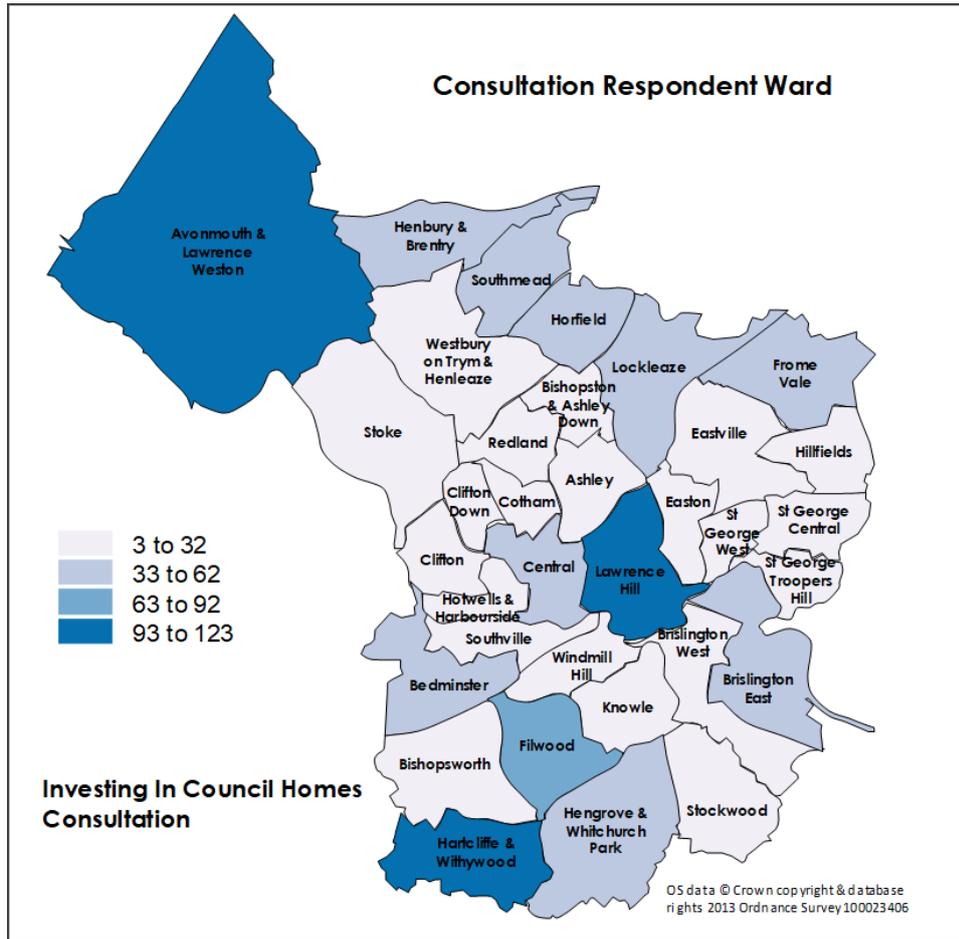
### 3.2 Geographic Distribution by Ward

The graph and heat map shown below provides a view of the number of responses by ward. Most responses came from those areas with a high proportion of council homes with Hartcliffe and Withywood receiving the most responses overall.

Table showing responses by ward:



Heat map showing responses by ward:



Note: Not all respondents provide a postcode or full postcode to allow their ward to be identified.

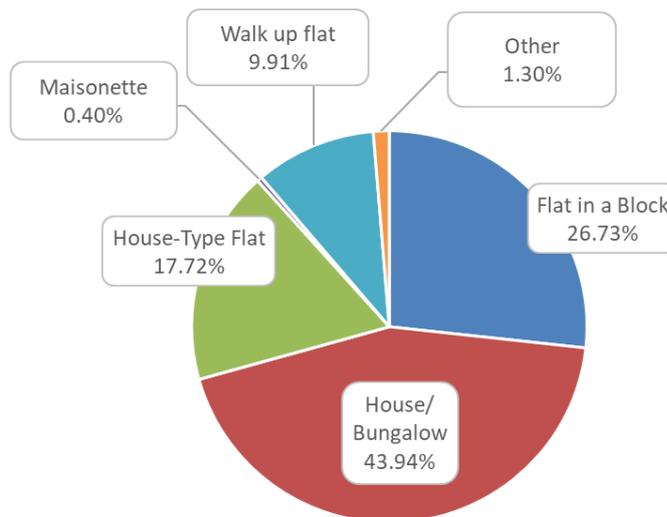
### 3.3 Response by demographic

This section provides a view of the responses by property type and protected characteristic.

#### 3.3.1 Resident property type

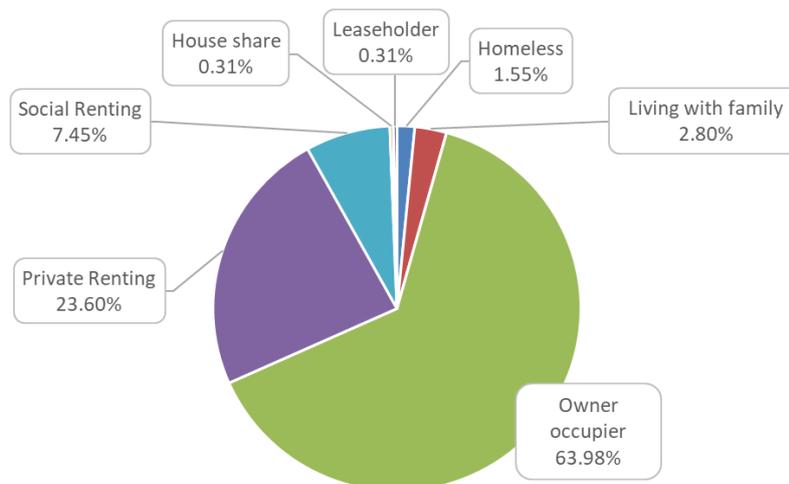
We asked respondents to state which type of property they live in. There was a different question for council tenants and non-council tenants.

**If you are a council tenant, what type of property do you live in?**



#### 3.3.2 Non-resident housing type

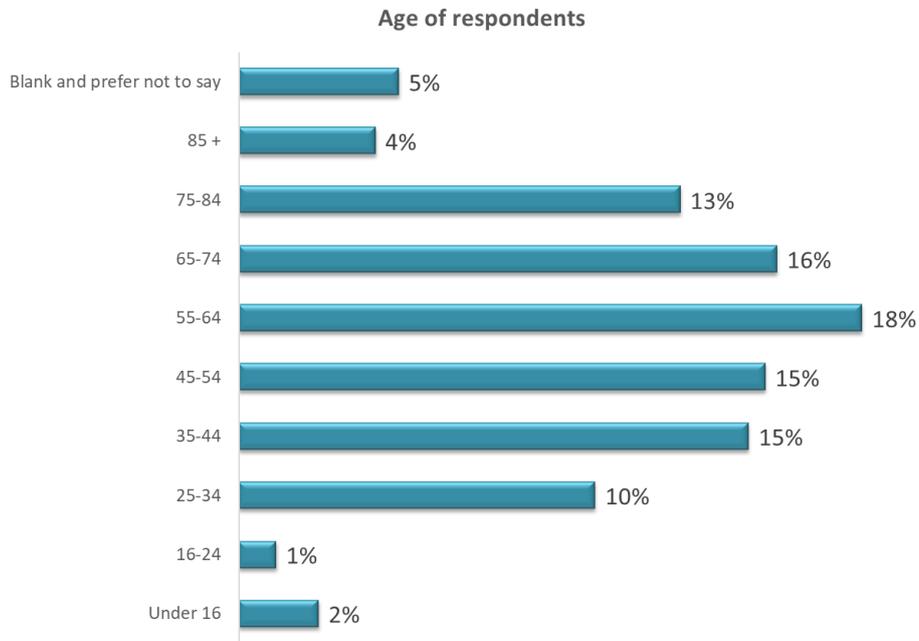
**If you are not a council tenant, please state if you own or rent your home, or specify other.**



### 3.3.3 Age

The graph below shows responses by age. There is a good number of responses for most age groups. There was a lower rate of response at either end of the scale with only 1% of responses coming from the 16-24 age group.

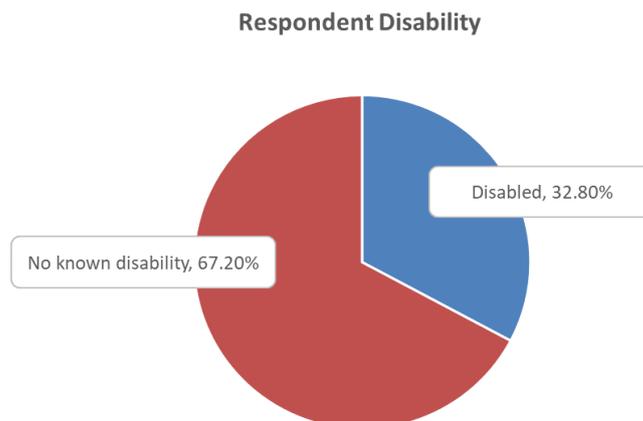
*Bar graph showing responses by age:*



### 3.3.4 Disability

Chart showing responses from people with a disability. This is far higher than the Bristol average, showing we received a good proportion of responses from that group.

*Responses by disability:*

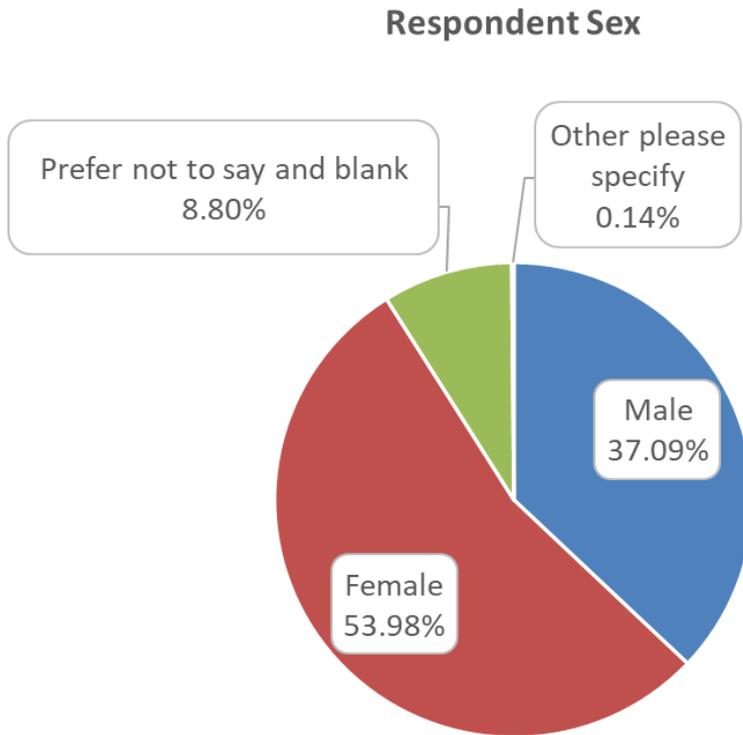


1. Blanks and where respondents had selected prefer not to say on the online survey and simulator have been excluded in order to combine with telephone survey data where disability data is only recorded on housing systems as known disability/No known disability.

### 3.3.5 Sex

The pie chart below shows the split between different sexes. This aligns with the demographic for our residents.

*Responses overall by sex of the respondent:*

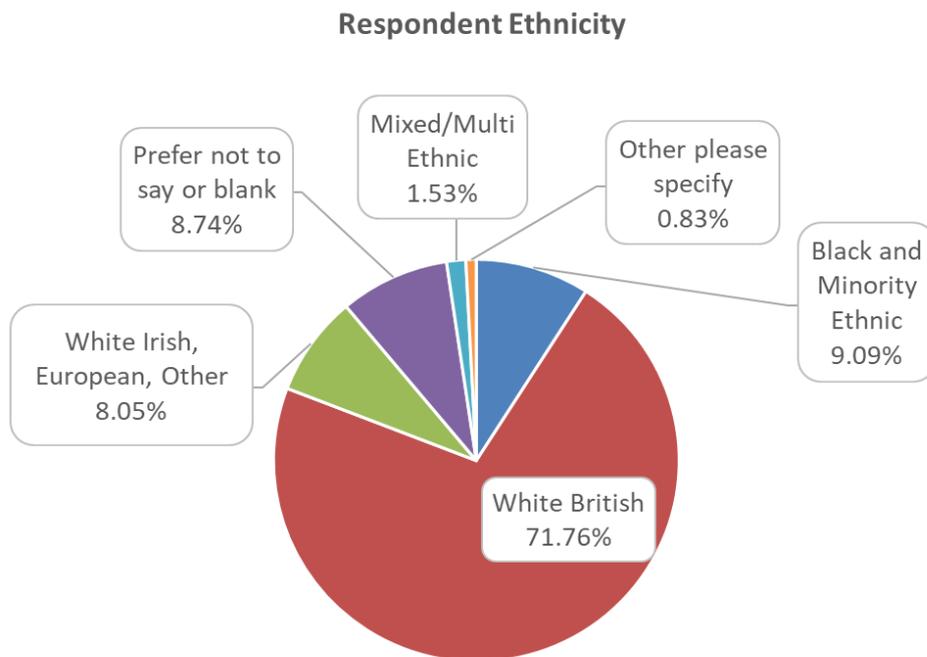


<b>Other please specify free type field responses</b>
---

- |  |
|--|
| <ul style="list-style-type: none"><li>• <i>Male and Female – husband and wife</i></li><li>• <i>Indigenous white male</i></li></ul> |
|--|

### 3.3.6 Ethnicity

The pie chart below shows respondents by ethnicity. The total percentage of Black, Asian and Minority Ethnic (BAME) response was 20.73%.

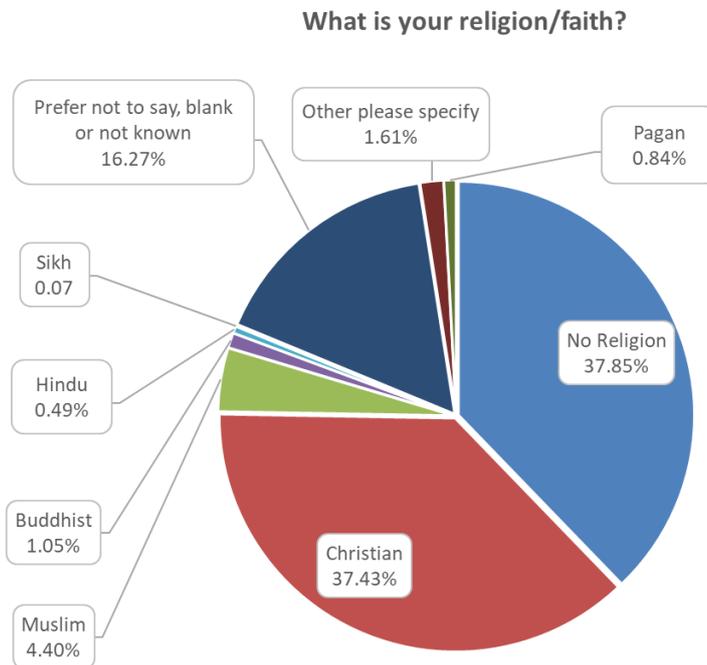


#### Other please specify free type field responses

- *Latin American*
- *Latin American Mestiza*
- *Arab*
- *Not Important*
- *I have dual Irish and British*
- *Anglo Indian Spanish Welsh Bristolian*
- *Iranian*
- *Indian British*
- *White American*
- *White Welsh*
- *Somali*

### 3.3.7 Religion

Pie chart showing responses by religion:



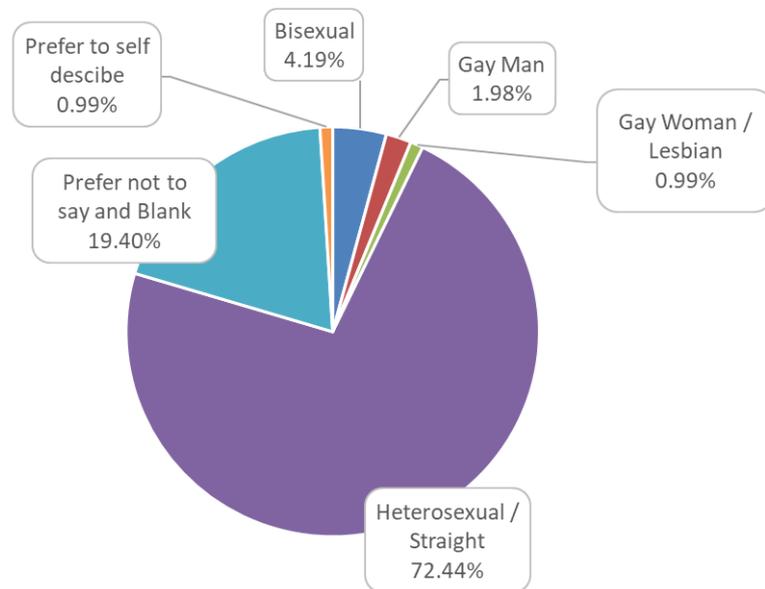
#### Other please specify free type field

- *Spiritual/Spiritualism/Spiritualist x 5*
- *Occultist*
- *Not Important*
- *Only belief in God not in religion*
- *Atheist*
- *C of England*
- *Welsh Methodist*
- *Botis Church*
- *Methodist*
- *Bush Baptist*
- *Numanoid*
- *Agnostic*
- *Wiccan*
- *Quaker*
- *Orthodox Christian*
- *UU*
- *Unitarian*

### 3.3.8 Sexuality

Pie chart showing percentage of respondents by sexual orientation.

#### What is your sexual orientation?



Note: Data not available for telephone survey respondents

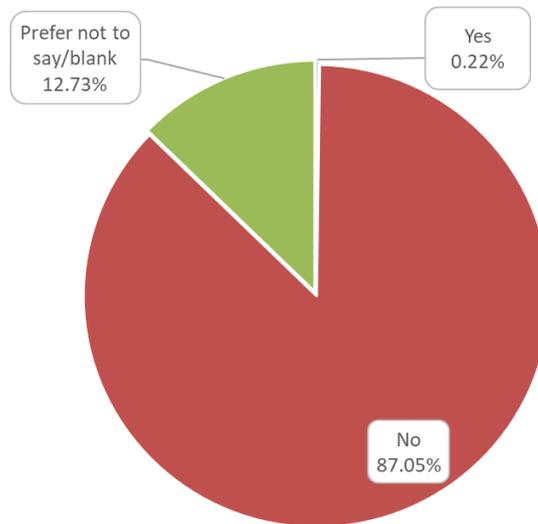
<b>I prefer to self-describe free type field responses</b>
<ul style="list-style-type: none"><li>• <i>Fluid</i></li><li>• <i>Not important</i></li><li>• <i>Straight</i></li><li>• <i>Guest</i></li><li>• <i>Long term Bristol resident/female</i></li><li>• <i>Normal</i></li><li>• <i>None whatsoever</i></li><li>• <i>No none of this</i></li><li>• <i>Normal male</i></li></ul>

### 3.3.9 Pregnancy

The pie chart below shows the % of respondents who stated they were pregnant at the time of completing the survey.

This shows low numbers with a large proportion of respondents stating that they prefer not to say.

Are you pregnant or have you given birth in the last 26 weeks?

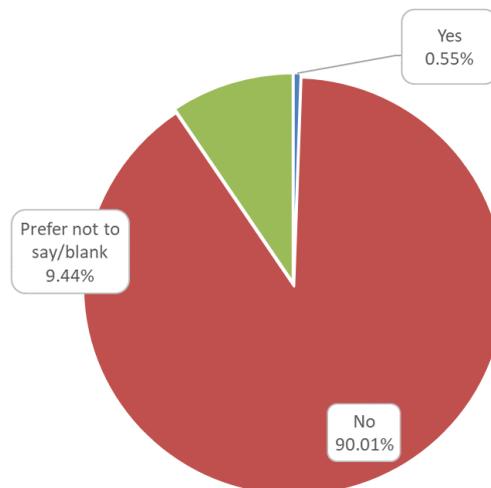


Note: Data not available for telephone survey respondents.

### 3.3.10 Refugee or Asylum seeker

Pie chart showing responses from refugees or asylum seekers. This is another chart that has a low response rate.

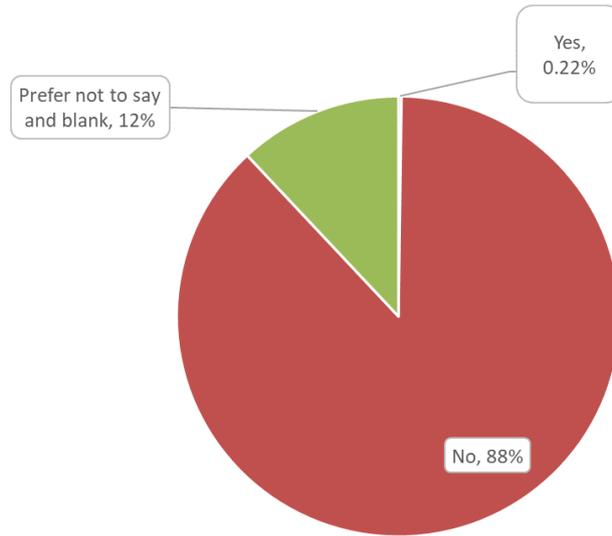
Are you a refugee or asylum seeker?



Note: Data not available for telephone survey respondents

### 3.3.11 Gender reassignment

Have you been through any part of a gender reassignment process or do you intend to?



Note: Data not available for telephone survey respondents

## 4. Results

This section provides a view of the results for the simulator, the survey and the telephone survey.

There are many ways we can choose to provide a breakdown of the data. The one we have used most frequently throughout the consultation when tracking results is the difference between council home residents and non-residents. We have shown the same breakdown in this section and where possible all results are shown by resident, non-resident, and a combined view of all results.

### 4.1 Simulator

This section provides a view of the results from the simulator. Each view provides a breakdown by type of respondent.

The 'service group' column provides the heading for the consultation theme.

The 'maximum available change column' defines the amount of additional budget that can be added or spent for the lifetime of the plan.

The average change column shows the average % change applied. For rents this is not the amount respondents have stated that rents will be increased by, but the % of the total amount of extra money that could be raised through rent increases. The % increase to annual rents is provided below each table.

The 'money added/spent' column shows the total amount of money added or spent during the lifetime of the plan.

#### 4.1.1 Combined

Service Group	Maximum available change	Average Change %	Money added/spent
Income: Rent Amount (Income)	£622,880,000	44%	£274,353,171
Income: Borrowing Amount (Income)	£150,000,000	36%	£53,926,829
Investment: Blocks, Communal Areas & Estates (Expenditure)	£90,000,000	22%	£20,019,512
Investment: Additional Services For Tenants (Expenditure)	£15,000,000	16%	£2,341,463
Investment: Kitchens (Expenditure)	£30,000,000	17%	£5,136,585
Investment: Bathrooms (Expenditure)	£57,500,000	22%	£12,818,293
Investment: Energy Efficiency & Carbon Neutral (Expenditure)	£540,000,000	27%	£144,087,805
Investment: Building New Council Homes (Expenditure)	£800,000,000	23%	£180,682,927

Increase to rents above inflation: 8% annual rent will be £88.04 plus increase for inflation

#### 4.1.2 Resident

Service Group	Maximum available change	Average Change %	Money added/spent
Income: Rent Amount (Income)	£622,880,000	25%	£152,972,000
Income: Borrowing Amount (Income)	£150,000,000	20%	£30,375,000
Investment: Blocks, Communal Areas & Estates (Expenditure)	£90,000,000	12%	£10,800,000
Investment: Additional Services For Tenants (Expenditure)	£15,000,000	13%	£1,875,000
Investment: Kitchens (Expenditure)	£30,000,000	15%	£4,500,000
Investment: Bathrooms (Expenditure)	£57,500,000	18%	£10,350,000
Investment: Energy Efficiency & Carbon Neutral (Expenditure)	£540,000,000	16%	£85,050,000
Investment: Building New Council Homes (Expenditure)	£800,000,000	19%	£150,000,000

Increase to rents above inflation: 4% annual rent will be £84.60 plus increase for inflation

### 4.1.3 Non-Resident

Service Group	Maximum available change	Average Change %	Money added/spent
Income: Rent Amount (Income)	£622,880,000	49%	£303,778,909
Income: Borrowing Amount (Income)	£150,000,000	40%	£59,636,364
Investment: Blocks, Communal Areas & Estates (Expenditure)	£90,000,000	25%	£22,254,545
Investment: Additional Services For Tenants (Expenditure)	£15,000,000	16%	£2,454,545
Investment: Kitchens (Expenditure)	£30,000,000	18%	£5,290,909
Investment: Bathrooms (Expenditure)	£57,500,000	23%	£13,416,667
Investment: Energy Efficiency & Carbon Neutral (Expenditure)	£540,000,000	29%	£158,400,000
Investment: Building New Council Homes (Expenditure)	£800,000,000	24%	£188,121,212

Increase to rents above inflation: 9% annual rent will be £89.91 plus increase for inflation

### 4.1.4 Conclusions from the simulator results

The following conclusions can be made:

- All groups selected to add an increase to rents
- Residents selected to increase this the least
- All groups selected to invest more in building new council homes, energy efficiency and improving blocks
- All groups selected to invest more on bathrooms than kitchens
- Investment options were more limited in the resident group because the amount of money raised through borrowing and rent increases was much lower

## 4.2 Survey results

This section provides the results for the survey. The survey was completed either online, by telephone or on a paper copy.

Most results show a combined view of all formats. There is one question that was asked differently on the telephone and the results for this are show separately.

### 4.2.1 Survey investment priorities

This first table on the following page shows the results for the prioritisation question. This includes online and paper responses but excludes telephone respondents who were asked this question in a different format.

The table shows that all respondents whether a resident in a council home or in another type of property select the same priority for investments. The top three are:

1. Building new council homes
2. Energy efficiency and carbon neutral
3. Blocks, communal areas, and estates

Please put all these areas where we could invest more into priority order, with one being the most important and six the least.						
Item	Overall		Residents		Non resident	
	Total Score <sup>1</sup>	Overall Rank	Total Score <sup>1</sup>	Overall Rank	Total Score <sup>1</sup>	Overall Rank
<b>Building new council homes</b>	2905	1	1603	1	1235	1
<b>Energy efficiency and carbon neutral</b>	2803	2	1533	2	1178	2
<b>Blocks, communal areas and estates</b>	2347	3	1202	5	1062	3
<b>Kitchens</b>	2126	4	1243	3	819	4
<b>Bathrooms</b>	2067	5	1225	4	788	5
<b>Additional services for tenants</b>	1822	6	1069	6	693	6
<sup>1</sup> score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.	Answered	670	Answered	375	Answered	275
	skipped	94	skipped	63	skipped	18

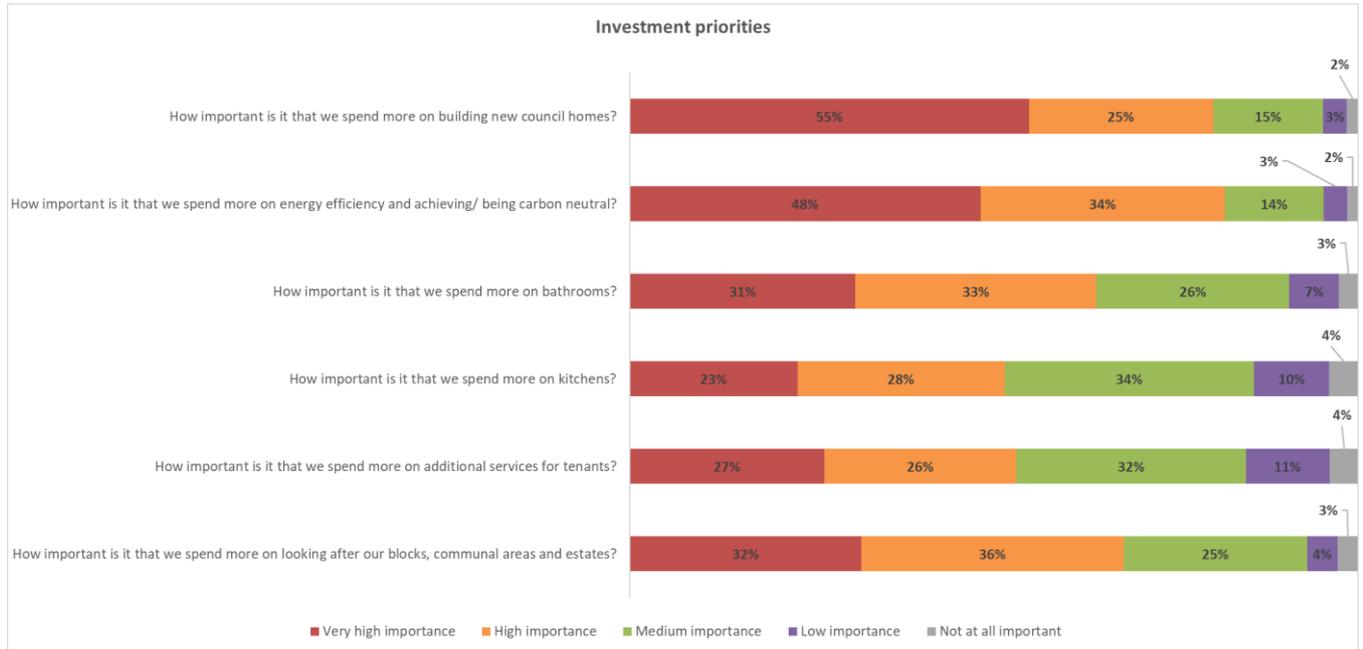
#### 4.2.2 Survey - how important are the different investment options:

In all survey types we asked respondents to score each investment priority out of 5. This set of tables show the results by percentage for each theme.

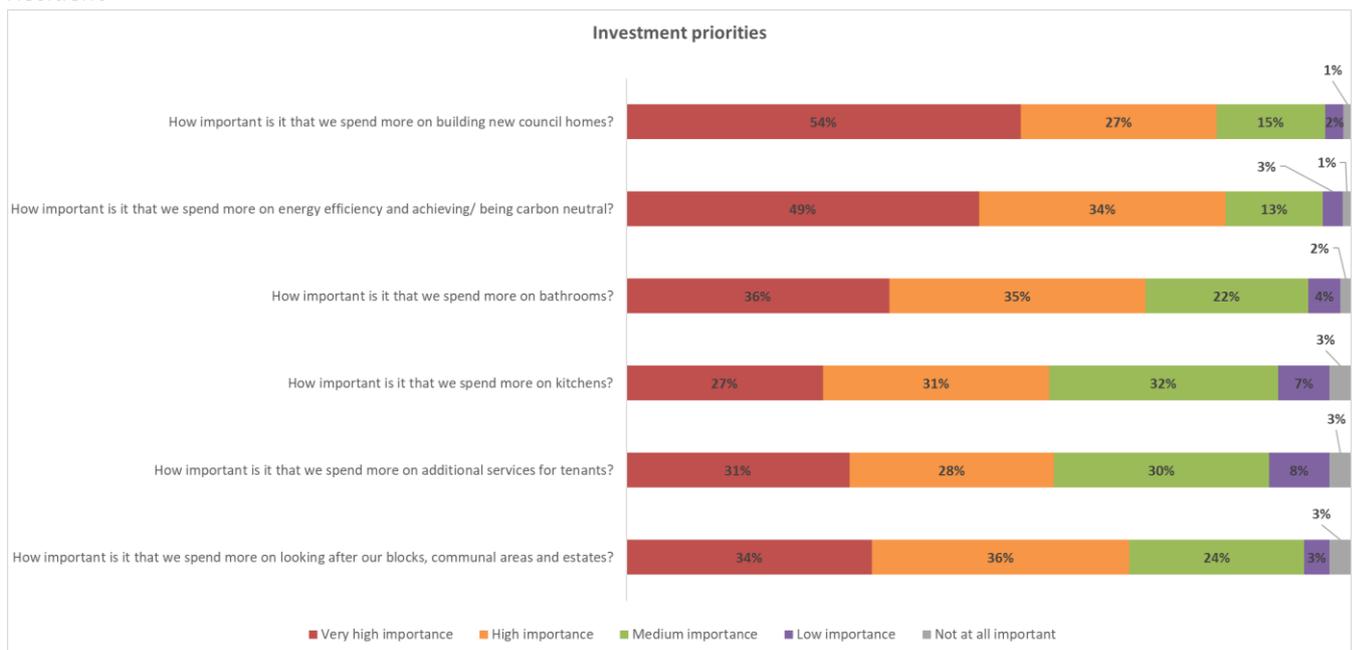
All respondents ranked building new council homes and energy efficiency the highest.

Residents in council homes rated kitchens, bathrooms and blocks higher than non-residents which is also reflected in the combined results.

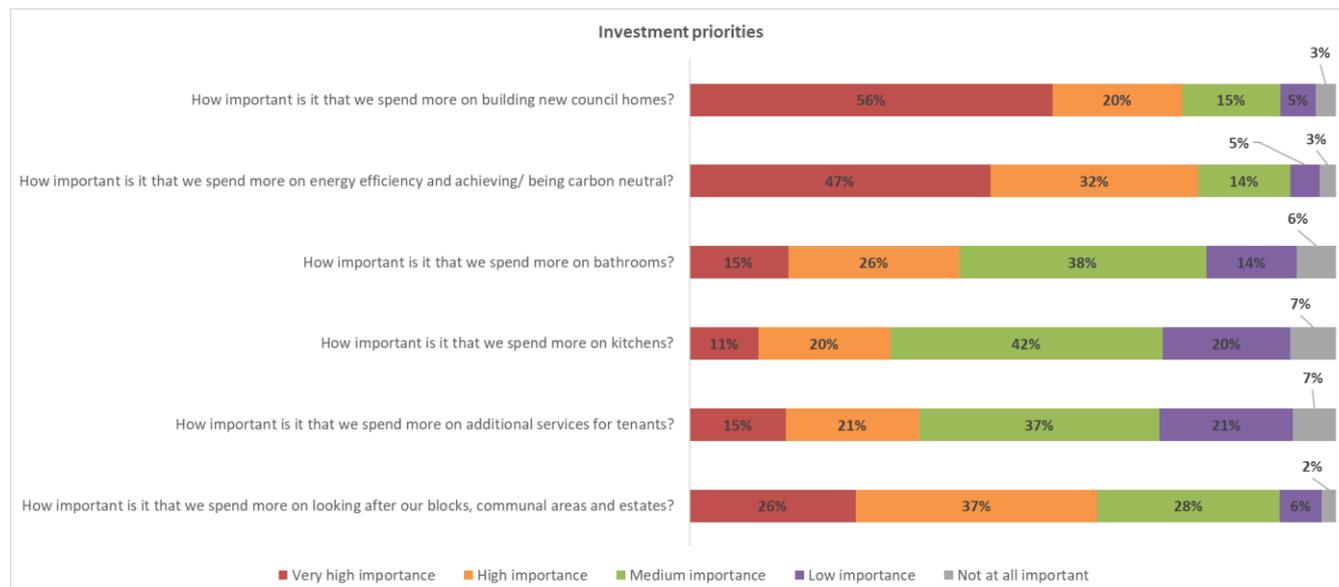
## Combined



## Resident



## Non-Resident



### 4.2.3 Survey – Funding options

In the survey we asked people how important it was to fund investments by rents, borrowing or both.

The majority favoured both options. The resident group had a lower importance rating for rents.

*Table showing how survey respondents would fund investments:*

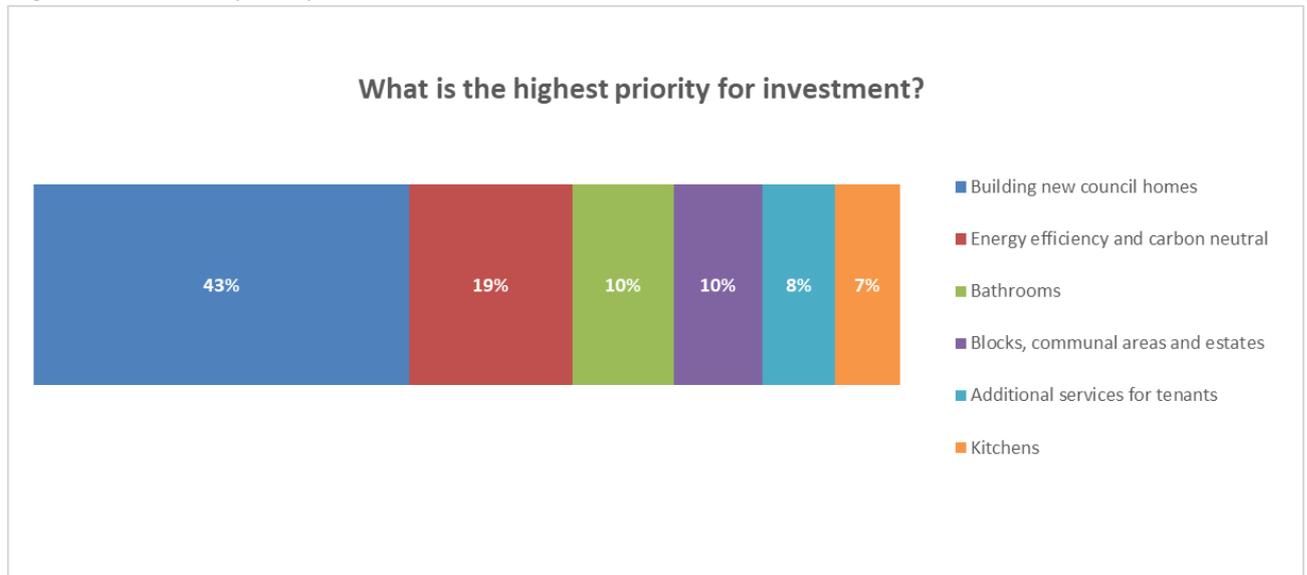
Option	Overall	Residents	Non residents
<b>Fund investment priorities through BOTH an increase in rent paid by council tenants and borrowing money</b>	48%	43%	44%
<b>Fund investment priorities ONLY through an increase in rent paid by council tenants</b>	16%	16%	19%
<b>Fund investment priorities ONLY through borrowing money</b>	36%	41%	37%

### 4.2.4 Telephone Survey

During the consultation we decided to increase involvement by contacting a sample of our residents by telephone. Most results are included in the overall survey responses shown above. There was one question we needed to change which was the option to move investments options into priority order. Instead, we asked respondents to identify their highest priority for investment. The responses are provided below.

The results support the findings from the survey and the simulator. This group identified bathroom replacements as being equal importance to improvements to blocks and estates.

#### Highest investment priority



#### 4.2.5 Conclusions from Survey

The survey responses are broadly consistent with the results from the simulator.

- All respondents on average for types of question respondents prioritised building new homes and energy efficiency above other investment priorities.
- There was a difference in result from the resident group for investment in existing homes depending on the type of question.
  - For the priority order question on the paper and online survey kitchens was placed ahead of bathrooms and both placed ahead of blocks and estates.
  - For the ranking and scoring exercise on the telephone, online and paper survey, blocks and estates (94%) was put ahead of bathrooms (93%), which was placed ahead of kitchens (90%)
  - For the telephone priority order question telephone respondents placed bathrooms and blocks slightly ahead of kitchens.

This demonstrates that there is broad support for bathrooms, kitchens and improvements to blocks and estates in our resident group.

- The combined results (both resident and non-resident) demonstrated a preference for blocks and estates (94%), but this was only marginally above bathroom replacement (93%) and ahead of kitchens (85%).
- For all respondents additional services to tenants was ranked as the lowest priority although all groups decided some investment was needed
- All respondents on average selected to have some rent and borrowing increases.
- Support for investment in existing homes was more pronounced in the resident group.

### 4.3 Comments

This section shows the different themes we received comments on during the consultation. There is a graph that shows the frequency of each comments and a table that also shows the number of comments received.

Graph showing comments by category:

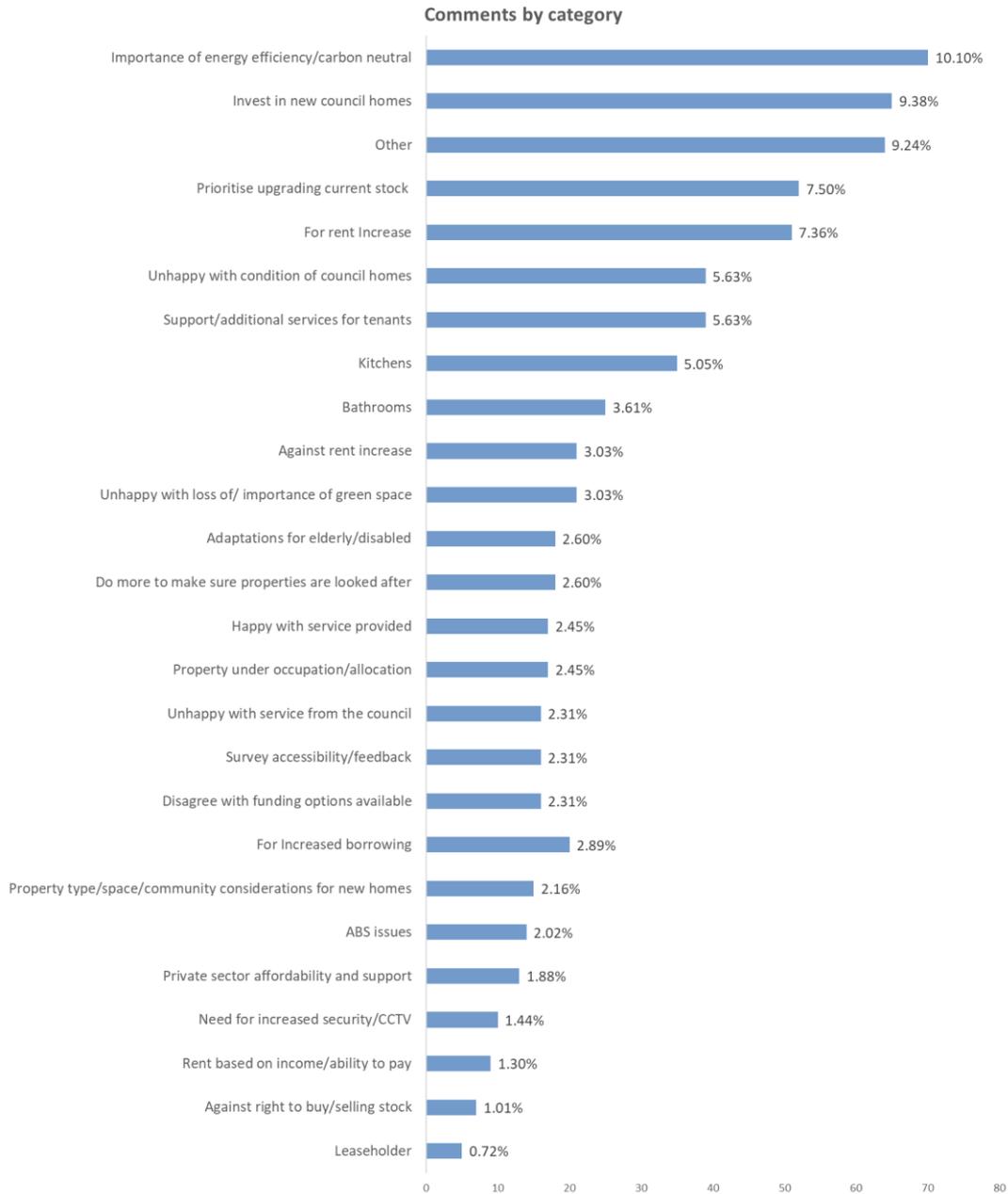


Table showing example comments for each category:

Comment Categories	Volume	%
Importance of energy efficiency/carbon neutral	70	10.10%
Invest in new council homes	65	9.38%
Other	64	9.24%
Prioritise upgrading current stock	52	7.50%
For rent Increase	51	7.36%
Support/additional services for tenants	39	5.63%
Unhappy with condition of council homes	39	5.63%
Kitchens	35	5.05%
Bathrooms	25	3.61%
Unhappy with loss of/ importance of green space	21	3.03%
Against rent increase	21	3.03%
For Increased borrowing	20	2.89%
Do more to make sure properties are looked after	18	2.60%
Adaptations for elderly/disabled	18	2.60%
Property under occupation/allocation	17	2.45%
Happy with service provided	17	2.45%
Disagree with funding options available	16	2.31%
Survey accessibility/feedback	16	2.31%
Unhappy with service from the council	16	2.31%
Property type/space/community considerations for new homes	15	2.16%
ABS issues	14	2.02%
Private sector affordability and support	13	1.88%
Need for increased security/CCTV	10	1.44%
Rent based on income/ability to pay	9	1.30%
Against right to buy/selling stock	7	1.01%
Leaseholder	5	0.72%
Total	693	

## 4.4 Conclusions

This section provides a combined summary of finding from the results:

Section of the report	Key finding:
Simulator Responses	<ul style="list-style-type: none"> <li>• All groups selected to add an increase to rents, but residents selected to increase this the least</li> <li>• All groups selected to invest more in building new council homes, energy efficiency and improving blocks</li> <li>• All groups selected to invest more on bathrooms than kitchens</li> <li>• Investment options were more limited in the resident group because the amount of money raised through borrowing and rent increases was much lower</li> </ul>
Survey Responses	<ul style="list-style-type: none"> <li>• All respondents on average for types of question respondents prioritised building new homes and energy efficiency above other investment priorities.</li> <li>• There was a difference in result from the resident group for investment in existing homes depending on the type of question.               <ul style="list-style-type: none"> <li>- For the priority order question on the paper and online survey kitchens was placed ahead of bathrooms and both placed ahead of blocks and estates.</li> <li>- For the ranking and scoring exercise on the telephone, online and paper survey, blocks and estates (94%) was put ahead of bathrooms (93%), which was placed ahead of kitchens (90%)</li> <li>- For the telephone priority order question telephone respondents placed bathrooms and blocks slightly ahead of kitchens.</li> </ul> </li> </ul> <p>This demonstrates that there is broad support for bathrooms, kitchens and improvements to blocks and estates in our resident group.</p> <ul style="list-style-type: none"> <li>• The combined results (both resident and non-resident) demonstrated a preference for blocks and estates (94%), but this was only marginally above bathroom replacement (93%) and ahead of kitchens (85%).</li> <li>• For all respondents additional services to tenants was ranked as the lowest priority although all groups decided some investment was needed</li> <li>• All respondents on average selected to have some rent and borrowing increases.</li> <li>• Support for investment in existing homes was more pronounced in the resident group.</li> </ul>

## 5. How this report will be used

The consultation feedback in this report is taken into account by officers in developing the final proposals for the HRA 30 year business plan, including setting rents, borrowing and investment priorities. The final proposals are included in a separate report which, together with this consultation report, will be considered by Cabinet on 18 January 2022.

Full Council will also consider this consultation report in making its decisions on the proposals at the Full Council meeting on 15 February 2022.

You can find the latest consultation and engagement surveys online at [www.bristol.gov.uk/consultationhub](http://www.bristol.gov.uk/consultationhub) where you can also sign up to receive automated email notifications about consultations and engagements.

All decisions related to the proposals in this consultation will be made publicly at the Full Council meeting on 15 February 2022. You can find forthcoming meetings and their agendas at [democracy.bristol.gov.uk](http://democracy.bristol.gov.uk). Any decisions made by Full Council and Cabinet will also be shared at [democracy.bristol.gov.uk](http://democracy.bristol.gov.uk)

## 6. Feedback on the consultation

During the consultation we asked people about how accessible the survey was. Overall approximately 70% of people strongly agreed or agreed that the survey was accessible, it was easy to give my views and it was easy to answer questions.

