

# TENANT PROFILING 2007

**1<sup>st</sup> August 2007**

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# TENANT PROFILING

## INTRODUCTION

Six Town Housing has been undertaking tenant profiling over the last few years as it has been identified that there is insufficient information held about tenants in Bury council properties. Recent Housing Action Plans show that although targets had been set for improving the percentages of tenant information held, they have not yet been achieved.

This report aims to assess the profile of Bury Council tenants as at 1<sup>st</sup> August 2007, based on information extracted from Simdell. It covers a range of categories, including gender, age, ethnicity, languages spoken, length of tenancy, faith, occupation, benefits received and disabilities/illnesses.

Questionnaires have been sent out since the last profile was produced back in March in order to capture any missing/updated tenant information. This data has now been input onto Simdell and this analysis report will examine the same categories as the last report to identify if the questionnaire process has been successful and there has been a significant improvement in the amount of tenant information collected for record.

## ANALYSIS

On 1<sup>st</sup> August 2007 a download of data from the Simdell system was carried out which produced a database of 7484 records against occupant 1 of all tenancies held on Simdell. Springs tenants and garages as well as deceased tenants who are still held on record for succeeded tenancies were extracted from the data set.

A data table was produced for basic occupant information and a separate table produced containing the add-on information in Simdell of benefits, occupation, illness, DDA and language. The two tables were then linked together. This was done this way as last time there were major issues with cleansing the data due to the way in which the add-on information is brought down in multiple lines. The final database demonstrated that as at 1<sup>st</sup> August 2007 there were 7484 tenancies.

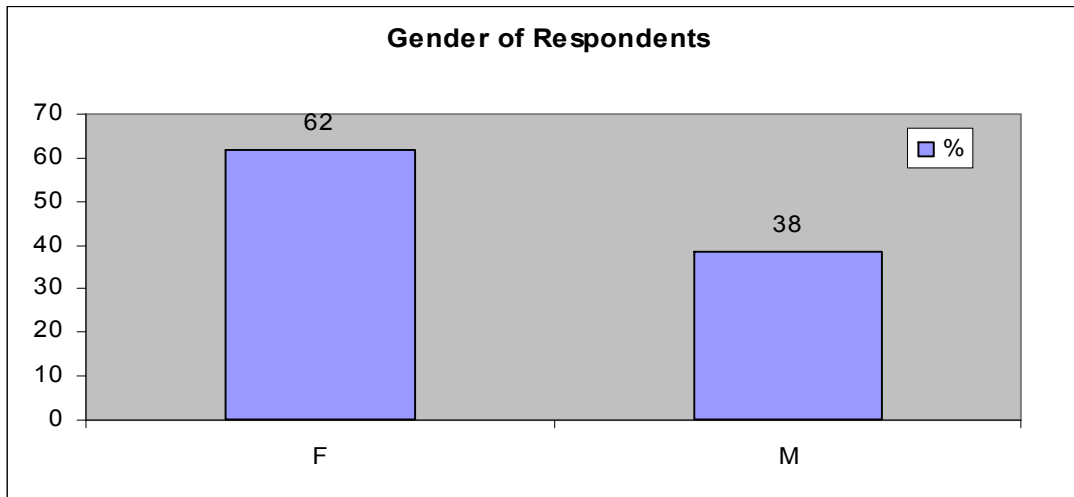
In March it was recorded that 4984 of tenancy records had been updated. This equates to 63.6%. This meant that 2852 records still required updating with missing information. As at 1<sup>st</sup> August 2007 the amount of records updated was 5357 which suggests that approximately 373 records have been updated with new information (71.5%).

Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of unknown categories or multiple answers.

### 3.0 RESULTS

#### Gender

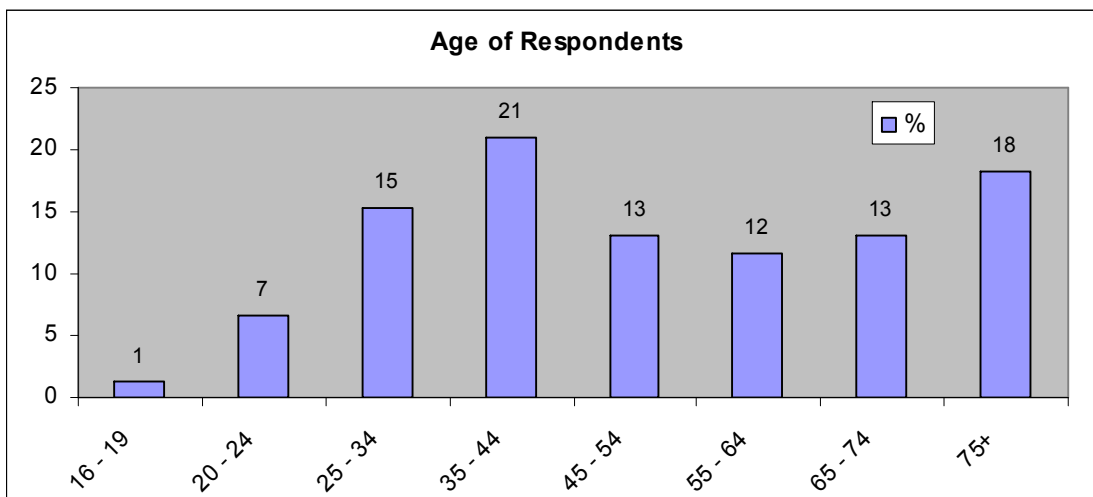
Figure 1: Graph showing gender of respondents



The graph demonstrates that of the 6788 tenants whose gender we know, the majority of the sample is women at 62%. In numbers this is 4180 people. Only 38% are recorded as being male which equates to 2608 people.

#### Age

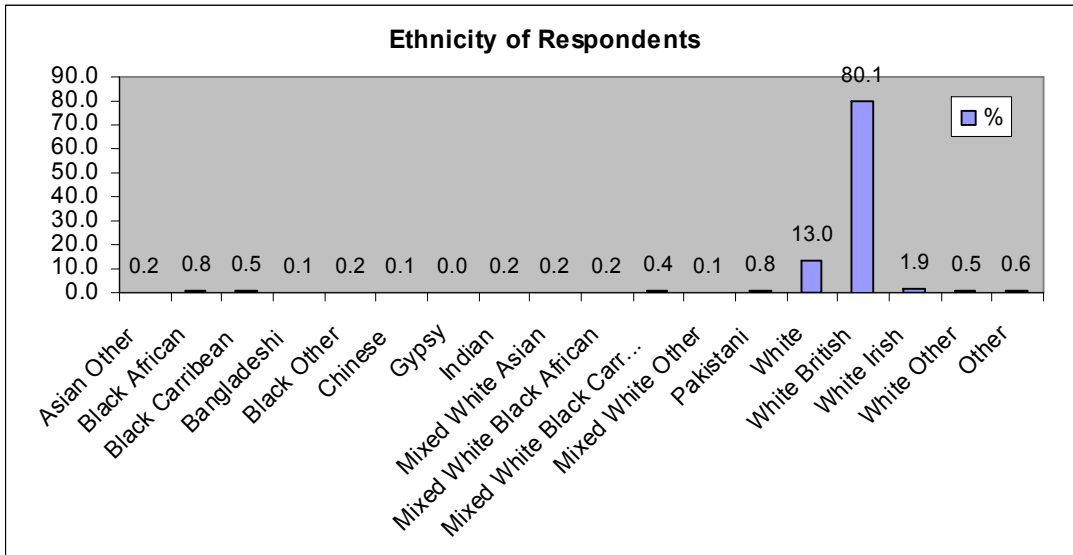
Figure 2: Graph showing age of respondents



The graph was calculated from the dates of birth recorded on Simdell. Of the 6587 records which had a date of birth, the highest percentage of people (21%) fall into the 35-44 category. The second highest proportion of people who we have ages recorded for are those in the 75+ bracket. The age group who we have least information recorded for is the 16-19 group.

## Ethnicity

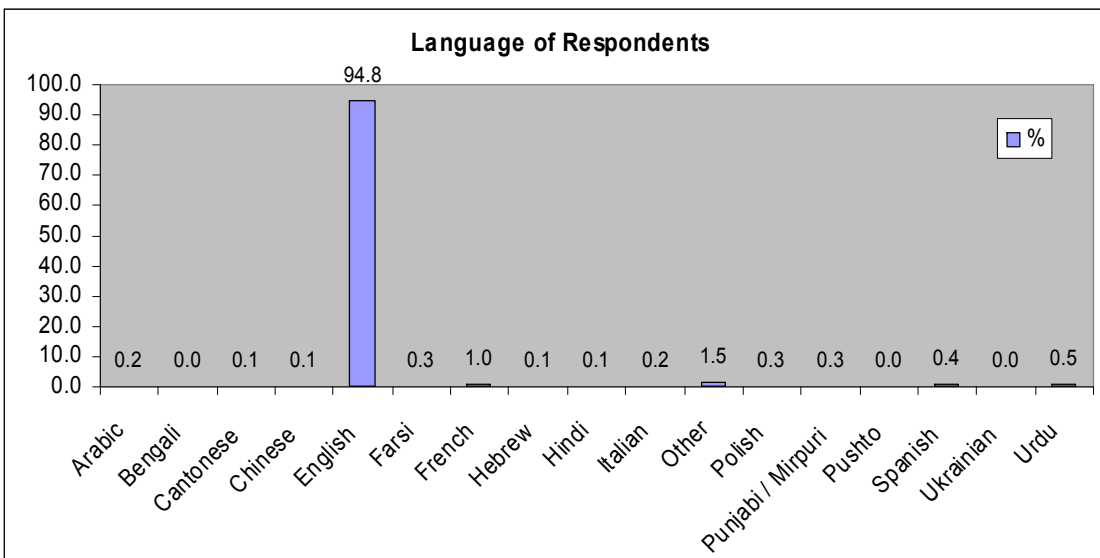
Figure 3: Graph detailing the Ethnicity of respondents



Of the 7484 records taken from Simdell, we have an ethnicity recorded for 5919 tenants (79%). Of these people the highest proportion are considered White British at 80.1%. The next highest category at 13.0% is that of White. However this is an old code so these records need updating and splitting across the other white categories to eliminate the old code. The data set in numbers demonstrates that Bury has a wide variety of tenants from different cultures and backgrounds, however this graph shows that we have still require information for this category.

## Languages Spoken

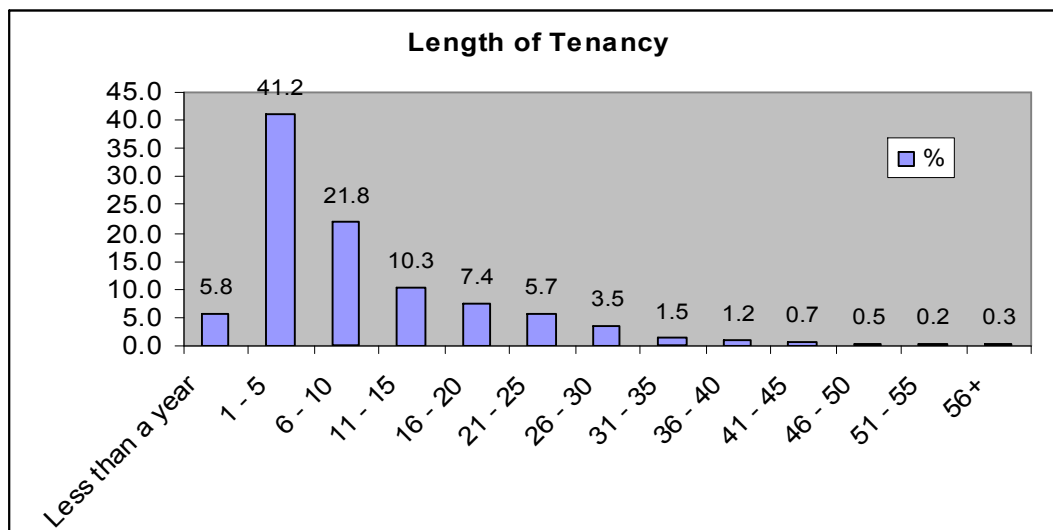
Figure 4: Graph showing the number of different languages spoken by respondents.



Seventeen languages were listed on the survey and the dataset shows the percentages of tenants who fall into those categories. However of the 4543 tenants (60%) who have a language recorded 94.8% speak English in the main. The next highest proportion is listed as other. The percentage is demonstrated as 1.5% on the graph, the number equates as 67 people. It would be worth targeting these people specifically to ask what language they do speak and add these as new options.

## Length of tenancy

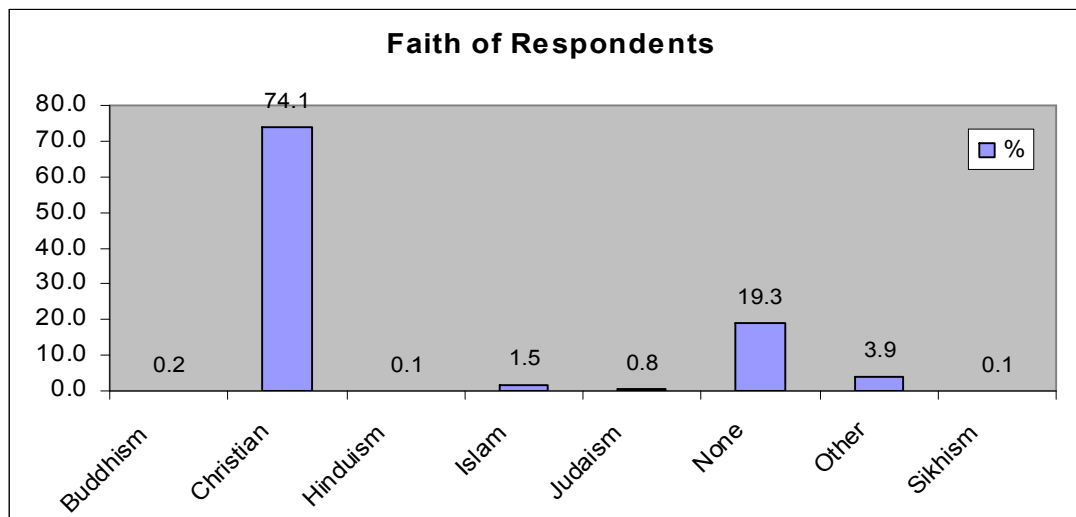
Figure 4: Graph showing the length of tenancy of respondents



This graph demonstrates that over fifty per cent of Bury Council tenants have been in their property for 10 years or less which would suggest that there is quite significant movement of people in and out of properties and fewer numbers of long term tenants.

## Faith

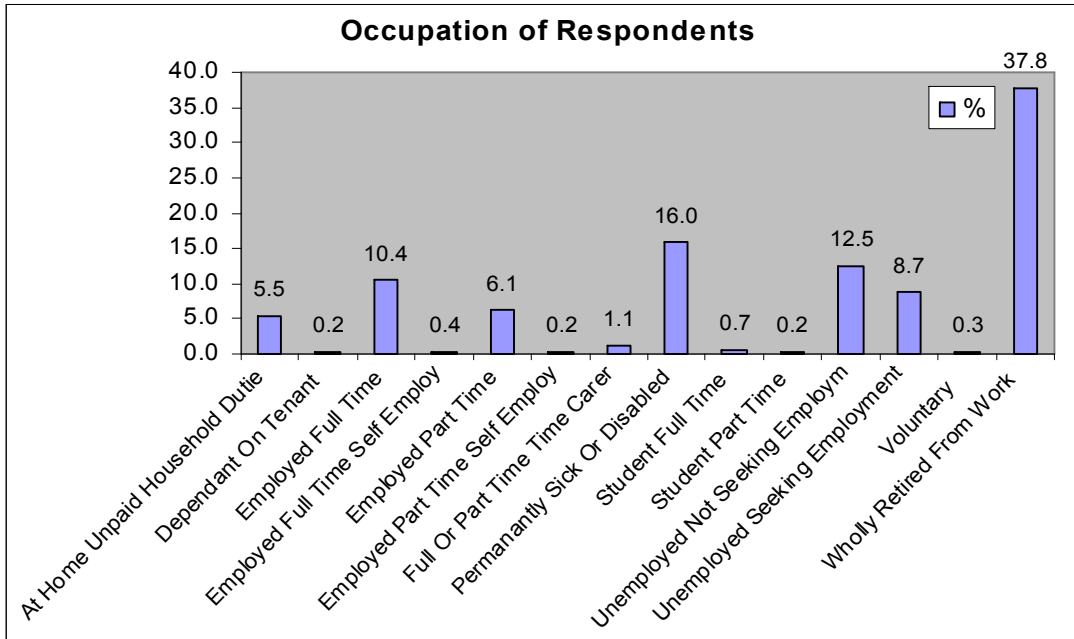
Figure 5: Graph showing the stated faith of respondents



Of the 4267 tenants who have provided this information to Six Town Housing 74.1% (3160 people) consider themselves to follow the Christian faith. Of the other faith categories listed, there are limited numbers of respondents. 19.3% (823) tenants have informed us that they do not follow any religion. Overall of the 7484 tenants we have faith information recorded for 57% of them.

## Occupation (Economic Activity)

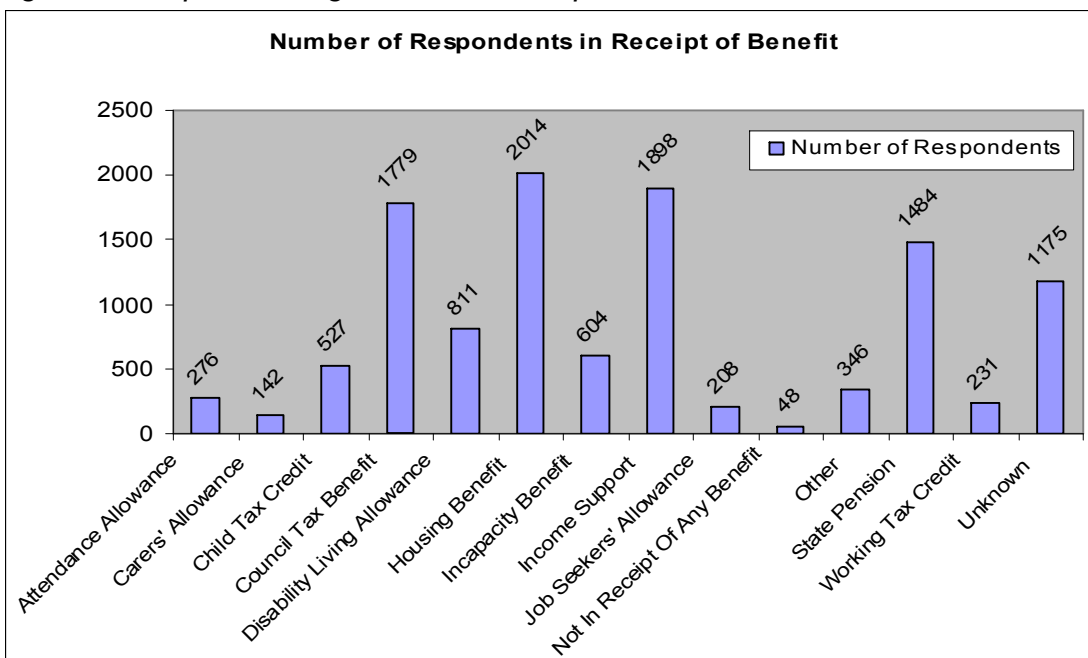
Figure 6: Graph showing the occupation (economic activity) of respondents



As with the majority of the graphs detailed in this report it is obvious that there is still tenant information missing from the Simdell system, which is consistent with the reasoning behind the tenant profiling exercise. There is still limited information held relating to the occupation of tenants. This graph shows that of the sample used of 7484 people 4539 (60%) have informed us of their economic activity. The majority of respondents fall into the wholly retired from work category which does relate back to the age graph where a high proportion of respondents are aged 75+. Sixteen percent of respondents have advised that they are permanently sick or disabled.

## Benefits

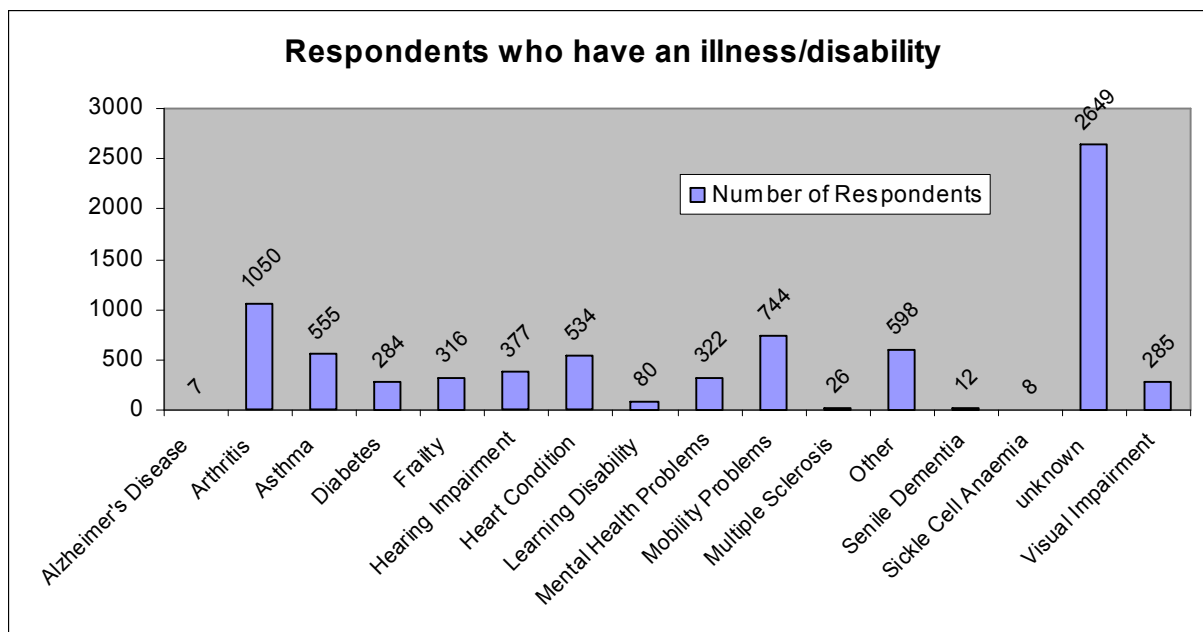
Figure 7: Graph showing the benefits respondents received



This graph shows the numbers of respondents who have informed us of the benefits that they receive. Unlike the other graphs this has not been converted into a percentage as the figures would not be accurate due to the question generating multiple answers for one tenant. Of the 7484 tenant sample the majority (2014 people) are in receipt of housing benefit with 1898 in receipt of Income Support. This benefit information fits with the profile recorded for economic activity. These results show that there are still 1175 tenants who have no benefit information recorded for them.

## Disability/Illness

Figure 8: Graph showing the disability/chronic illness of respondents

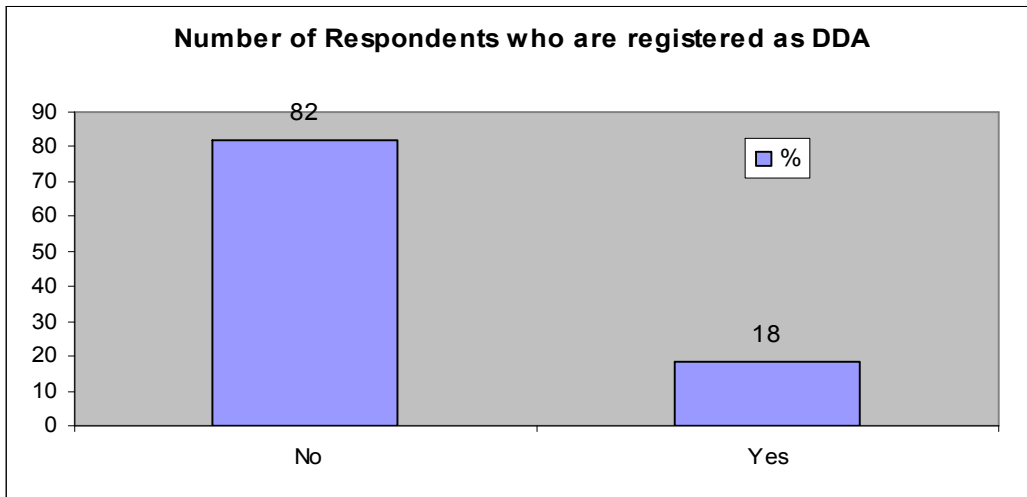


This graph shows the disabilities/illnesses of the sample of tenants used for this analysis. The figures have once again not been converted to percentages for this category as tenants can give more than one response to this question. The majority of respondents (2649) here have given no response and the information is unknown. It may be however that these people have no disability. There needs to be a direct focus in collecting this information.

What can be noted here is that in comparison to the last analysis report the figures for each illness category have been identified. Previously there had been an issue with the way in which the information had been brought down making it difficult to categorise clearly the numbers for each illness.

## DDA

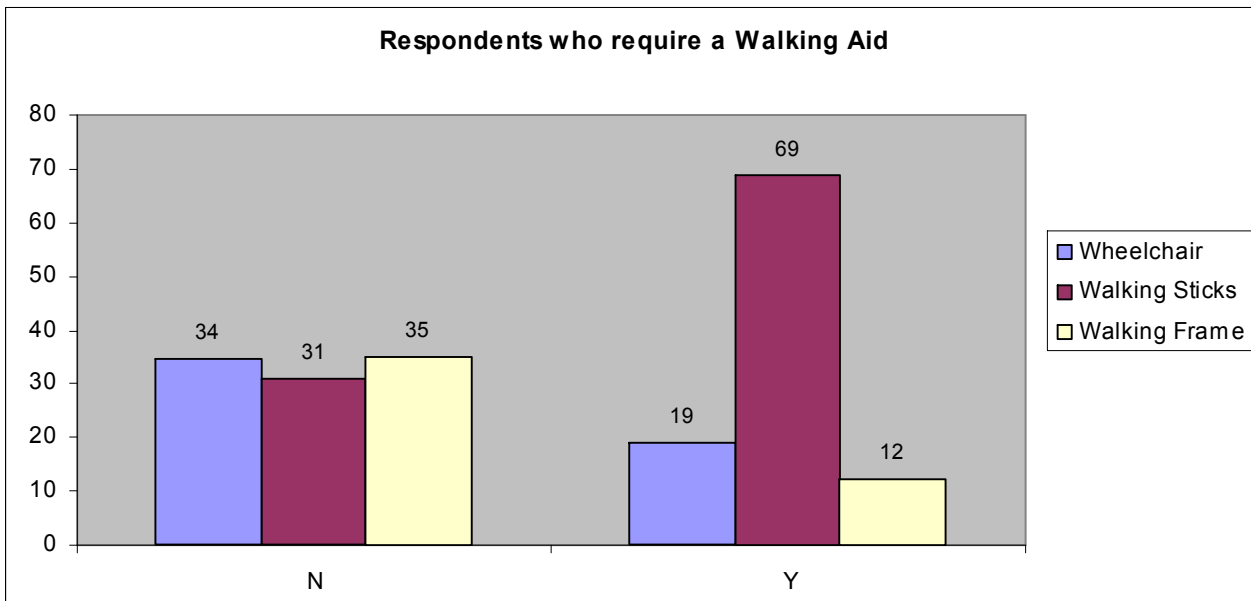
Figure 9: Graph showing number of respondents identified as being registered under the DDA



Of the 3695 tenants (which equates to 49% of the original sample of 7484) who have responded to this question 82% have stated that they do not consider themselves to be disabled under the Disability Discrimination Act, 18% are registered under DDA.

## Walking Aids

Figure 10: Graph showing respondents who require a walking aid

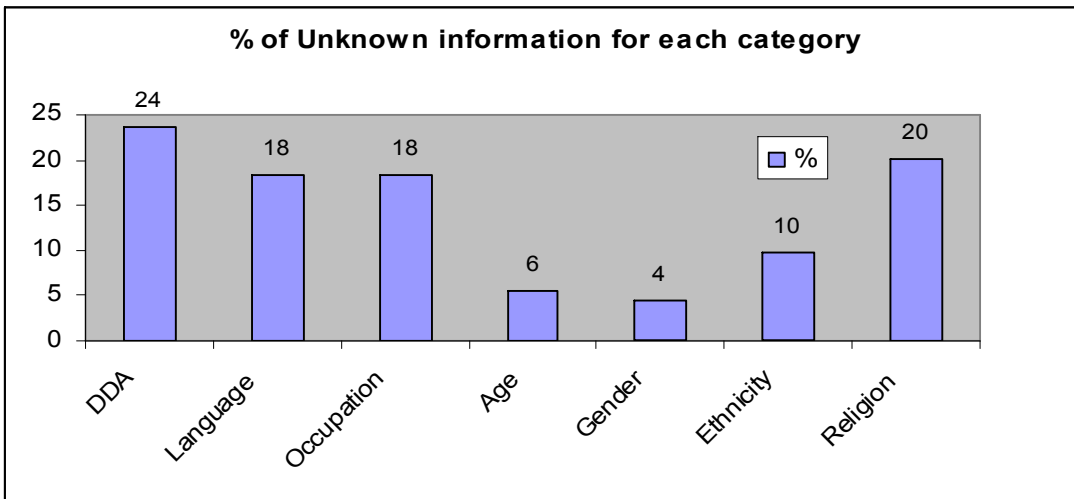


This graph shows the percentage of responses received for each category within the walking aid field. These include wheelchair, walking sticks and walking frame. Overall the majority of tenants (69%) who we have information for in this category have stated that they require the use of walking sticks.

## Unknown Information

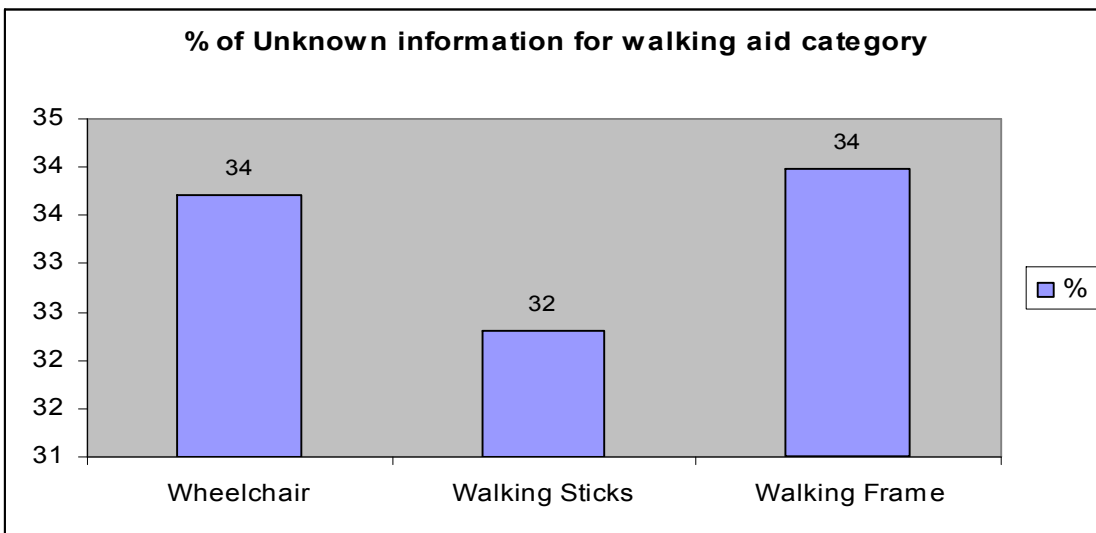
There is still a lot of information that is unknown to us about Six Town Housing tenants. The next graph details the percentage of unknown information for each category. The percentage has been calculated based on the overall number of unknown information which is 16050.

Figure 11: Graph showing unknown information for tenants



As can be seen from the graph the majority of the unknown information relates to whether tenants are registered as disabled under the DDA. This requires a simple yes or no answer. The graph also shows that there is quite a high percentage of information missing relating to the faith of tenants, also language and occupation. These categories should be the main focus for information collection in the next profiling campaign. The graph reflects the fact that age and gender tend to be the information that is easier to collect from respondents.

Figure 12: Graph showing unknown information for walking aid category



The numbers of unknown information relating to the use of walking aids is demonstrated in the graph above as a percentage of the total number of unknown responses of 9820.