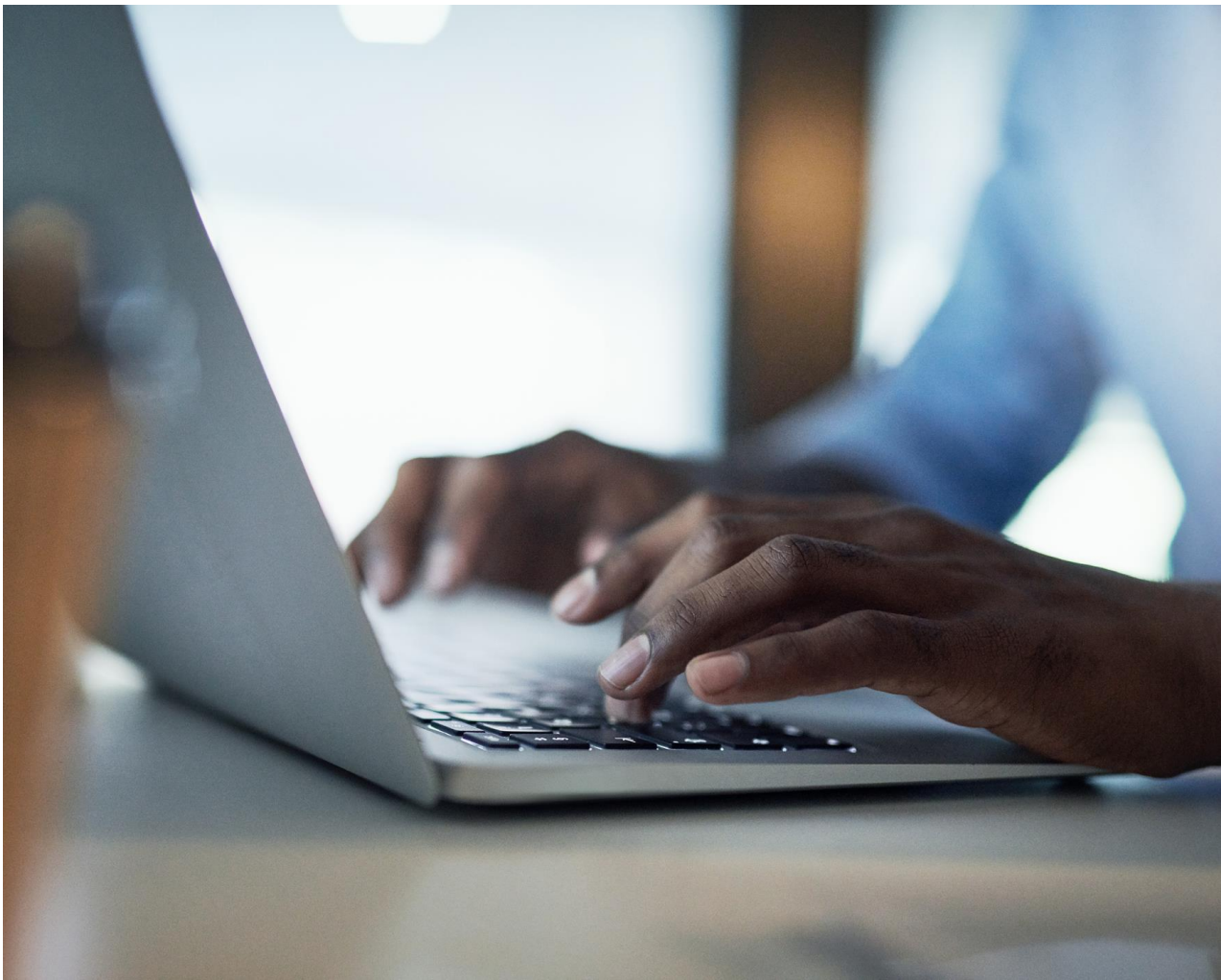


Technical Report

Building Safety Regulator Audience Insight: High-Rise Building Residents Research

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Research conducted by BMG Research and Kantar Public

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Document Purpose

The purpose of this Technical Report is to document the approach to the High-Rise Buildings Residents quantitative and qualitative research project, recording the key processes, decisions, and procedures regarding design, sampling, fieldwork, and weighting. The findings are presented in a separate report which can be found on www.hse.gov.uk/research/insight.htm.

Research aims and context

The Grenfell Tower fire saw the greatest loss of life in a residential fire in a century. In response to the failings of the existing systems of regulation to ensure safety in high-rise buildings, the Department for Levelling Up, Housing and Communities (DLUHC) (formerly called Ministry for Housing, Communities and Local Government [MHCLG]) has asked Health and Safety Executive (HSE) to establish a new, independent Building Safety Regulator (BSR), coming into force in 2023. This will create new responsibilities for those who own, design, build and maintain high-rise residential buildings.

The new regulation aims to ensure that residents of high-risk buildings (HRBs) are safe and feel safe in their homes. The new safety measures also envisage residents playing a more active role in ensuring building safety and complying with a new set of responsibilities themselves.

The survey research was commissioned to understand the underlying demographics, attitudes, and behaviours of residents of HRBs to support HSE's policy, communications and operations work to set up the new BSR. The accompanying qualitative research sought to understand in detail the general contextual understanding of the audience, the audience's current attitudes to resolving building issues, and exploring in greater depth their attitudes to safety in their building and home.

BMG Research and Kantar Public, two independent research agencies, were commissioned by the HSE to conduct the research.

Research design and methodology

In order to collect the knowledge and views of residents of high-rise buildings, a quantitative survey was conducted. This survey was supplemented with in-depth interviews and focus groups.

For the survey, residents could complete it online or on paper, following an invitation posted to selected addresses. This approach was seen as the most suitable method considering cost, timings and the availability of a sample frame. Alternative methods were not feasible due to sample availability (i.e. there are no suitable lists of telephone numbers to conduct a telephone survey) or practical reasons (i.e. issues of access prevent face-to-face interviewing being feasible for time and cost reasons as well as the impact of the COVID-19 pandemic at the time of data collection).

Providing a paper questionnaire enabled residents who were digitally excluded to take part, whilst offering the efficiency of online data collection for those able to do so. To enable those with limited proficiency of the English language, a telephone number to request to take part in other languages was provided.

Using recontact data provided by participants in the survey, residents were invited to take part in an in-depth interview and/or a focus group. This approach of recontacting previously engaged residents was seen as the optimal method of recruiting a sample as recruitment via other methods was challenging due to the low incidence of high-rise residents in the overall population. Interviews and focus groups were deemed to be most appropriately conducted online. The option to take part via telephone was also made available.

The sample frame for the survey was developed using the DLUHC Tall Buildings Database, which includes details of buildings and their addresses but does not include details of dwellings or residents. More detail about the development of the sample frame and selection approach can be found in the following section.

Survey Sampling

Overview

The survey was issued to 62,000 households in high-rise buildings in England – with one resident per household instructed to respond. In order to provide representative results, a stratified random sampling approach was adopted. 9,684 residents (15.62% of issued sample-) completed the survey.¹ Data collection was conducted with two versions of the questionnaire. Sampled residents randomly received one of the two versions of the survey. Results for the core questions (referring to the questions which were asked to all respondents in both versions), had a maximum confidence interval of +/-1.47 percentage points (at 95% confidence level). Results for the questions which were included in only one of the two versions had a maximum confidence interval of +/- 2.48 percentage points² (at 95% confidence interval). The methodology is replicable to enable future measures to be tracked over time if required. Further assurance, and understanding of residents' views, is provided through triangulation with the qualitative results. The survey design is detailed in the below sections:

Sampling source

The DLUHC Tall Buildings Database formed the basis of the sampling frame. This dataset was deemed the most reliable source for high-rise buildings in England at the time of research design.

The database itself contained the following information on each building record:

- MHCLG Code – a unique reference for each building
- Building names
- Geographic information including the postcode and local authority
- Dwellings estimate of each building
- A height estimate of each building in metres
- A height estimate of each building in storeys

¹ This study achieved 16% response rate with a push to web with paper questionnaire design, offering no incentives. Some comparable examples are Community Life Survey 2021-2022, push to web with paper questionnaire and offering £10 incentive achieved 23% response rate ([Community Life Survey: Technical report - GOV.UK \(www.gov.uk\)](#)). British Social Attitudes Survey 2021, push to web with telephone option and offering £10 incentive achieved 14% response rate ([Technical details \(natcen.ac.uk\)](#)).

² There are two questions in one of the versions which resulted with a larger confidence interval due to lower base size as these questions were asked to a subset of respondents routed from other questions. Further details on confidence intervals are provided in the Survey Data Collection and Processing section.

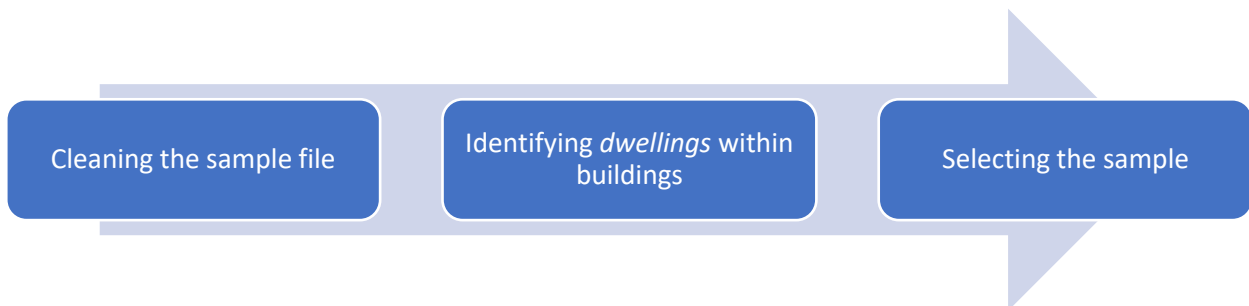
- A binary value indicating whether a building is over 18 metres tall.

A building is defined as a high-rise if it is higher than 18 metres or includes 7 or more floors.

The binary value indicating whether the building is over 18-metres tall was the key variable in determining if the building was tall enough to be included within the scope of the study. The separate height and storey estimates were missing for many of the records, and in the notes accompanying the dataset, it is stated that in many cases the height and storey estimates are derived from each other where one is missing. As the 18-metre distinction was in place for all buildings, this was used to determine eligibility at the sampling stage.

Sampling processing and selection process

On receipt of the database from HSE, BMG undertook an initial review of the fields available on the database. To build the sample file, the following process was followed:



Cleaning the sample file

In total, the original file listed **15,209** high rise buildings. A cleaning process was undertaken, identifying buildings likely to be within scope of the research and with sufficient information to match buildings to residential addresses. Those out of scope were excluded from the sample.

- Duplicate records: A duplicate check on the unique identifier (MHCLG Code) found 18 records where the code, building name and address were all duplicated. In each case, 1 record was kept and the duplicates discarded.
- Duplicated addresses: A duplicate check on the building name and postcode found 38 records where buildings had the same name and postcode – but had different MHCLG codes to each other. These were all excluded as it was not possible to identify which was correct for definite.

- Invalid postcode: An initial match was conducted to the Royal Mail’s Postal Address File (PAF)³, which lists all UK addresses, in order to link dwelling addresses within buildings listed in the sample. 43 buildings in the database had postcodes that were not present in the PAF, were blank, incomplete or invalid.
- Invalid tenure type: The databased included information about tenure. The research is of residents, so any other tenure type was out of scope. As such, 917 buildings were excluded, the following table outlines invalid tenure types and the number excluded for each:

Invalid tenure type	Count
Church	1
Coach station	1
Commercial	211
Construction	4
Demolished / Due to be demolished	19
Hotel	656
Non residential	1
Under construction	4
Offices / Public / School	20

- No residential addresses produced from the postcode: The PAF was used to match the building postcodes to residential or business unit addresses. 373 buildings were excluded as matching with PAF did not produce any residential address.
- Meeting height / storey requirements: 3,413 buildings which were flagged as under 18 meters in the dataset were excluded. A further 977 buildings were excluded as they were flagged as being 18 meters or higher but with fewer than 7 floors. This was done to reflect the screening criteria used during the data collection phase (the survey Eligibility and Response section includes more information about screening).

After cleaning the sample, 5,770 records were excluded. This left a sample of 9,439 eligible buildings as shown in the table below:

Total number of buildings in the database	15,209
Total number of exclusions	5,770
Duplicate records	9
Same building name and postcode	38
Invalid postcode	43
Invalid tenure type	917

³ More information about PAF can be found at this website: [PAF - UK’s most accurate and up-to-date addressing database \(poweredbypaf.com\)](https://www.poweredbypaf.com/)

No residential addresses produced from the building postcode	373
Over 18 meters but <7 storeys	977
Under 18 metres	3,413
Remaining number of buildings after exclusions	9,439

Identifying dwellings within buildings

DLUHC Tall Buildings Database is a database of buildings rather than individual dwellings. As such, a matching exercise was required to create a list of dwelling addresses in high-rise buildings in order to draw a sample to use for the research.

Using address mapping software, the list of 9,439 remaining building postcodes was expanded to list all dwelling addresses *within* buildings. By matching building postcodes to the PAF database, **5,326** of the buildings returned matches, 4,113 buildings did not match⁴. By matching the **5,236** building addresses with the PAF, **219,934** residential addresses were identified as shown in the table below.

Number of buildings after exclusions	9,439
Number of buildings with no matched address from PAF	4,113
Number of buildings with matched addresses from PAF	5,326
Total number of dwellings addresses generated	219,934

In order to improve matching, HSE provided an additional address database extracted from the Ordnance Survey address base. However, only 4% of the addresses contained in this additional file could be automatically matched to a verified Royal Mail address. It was therefore decided to continue with the existing matching process.

⁴ When creating addresses using the Postal Address File, 4,113 records did not generate individual flat addresses including the name of the building. Upon investigating some of these records, it was observed that, some of these excluded records included addresses for lower-rise buildings adjacent to a high-rise building or a building which was not a high-rise but sharing the same postcode as the high-rise building. In order to improve the probability of selected buildings to be eligible, it was decided to exclude addresses which did not include the building name in the generated address. After the exclusion, remaining sample had similar proportions in terms of regional spread and some over representation of the privately managed buildings. It should be noted that Tall Building Dataset was used for a study of this kind for the first time as such it was decided to take an approach which would minimise the risk of including ineligible buildings in the selected sample.

Sorting and selecting the sample

Running the **5,326** buildings through the Royal Mail's Postal Address File (PAF) meant **219,934** dwellings were matched to the buildings.

The 219,934 resulting addresses were stratified using the following variables, as ordered left to right in the table below:

- Building tenure (private, social and student)
- Building size (number of addresses per building)
- Local Authority
- IMD Decile (Index of Multiple Deprivation)

Tenure	Building Size	Local Authority	IMD Decile
Private residential	Each building was given a building size code relating to its place within a ranking by size. Overall, there were 103 size categories.	The full list of local authorities was used. 197 LAs had addresses.	1 – Most Deprived
Social			2
Student			3
			4
			5
			6
			7
			8
			9
			10 – Least Deprived

Defining stratification variables

Building Size

Building size was a key stratification variable. A number of options were considered for defining building size.

Height and/or storey information was missing for 1,796 of the buildings in the database so these variables could not be used without omitting a large number of addresses and risking introducing bias into the sample.

The number of addresses available for each building was ascertained through the address matching process. Analysis of height and number of storeys showed a strong correlation between these variables and the number of addresses that could be generated: taller buildings had more storeys and more addresses.

The number of addresses was therefore identified to be the best proxy measure for building size and could be generated for all buildings within the sample frame – regardless of whether the height or storey information was present in the database.

There were 103 distinct values of size (number of addresses within the building) across the 5,326 buildings, meaning each building was given a size code of 1 (largest building) to 103 (smallest building). This allowed them to be sorted for the purpose of sampling from largest to smallest.

Other variables

The other stratification variables – region, building tenure and IMD – were chosen to ensure that the sample had a good geographical coverage and covered a wide range of resident types. The inclusion of building tenure ensured that the survey did not miss groups of residents that may have not been easy to identify on databases. IMD was particularly important to ensure the survey approach was effective – and that any differential response by IMD did not create a bias in the final data.

Selecting the sample

Based on the sample, stratified as outlined above, every 1 in N household was selected in order to draw a sample of 62,000 addresses. This method maintained the benefits of a random sample whilst ensuring the sample's representativeness in terms of the stratification variables.

Within household selection

Different approaches to within household selection were considered, with particular reference to surveys using 'push-to-web' data collection methods.⁵ The main approaches considered for within household selection were:

- Any one person
- Any two persons
- All individuals
- Random single person

Large tests on national surveys have shown the use of any of these approaches has only very small systematic effect on estimates.⁶ Each of these approaches comes with pros and cons with regards to ease of instruction, compliance, risk of selection bias, clustering, implementation and cost.

⁵ NatCen Social Research (forthcoming). Within-household selection for push-to-web surveys.

⁶ Kantar Public (2019). Five methods of within-household sampling

Considering these factors an 'any one person' design was eventually chosen. This option provides the greatest simplicity for participants, high compliance, avoids clustering, is simple to implement and low cost. Although it has the disadvantage of introducing a small amount of selection bias.

The 'random single person' approach was tested during the cognitive testing phase, but rejected on the basis that this is often misunderstood or ignored by survey participants, as well as creating a further barrier to participation (see Cognitive testing). The 'all individuals' or 'any two individuals' were rejected as these approaches also produce considerable design effects (comparable in size to those caused by a single person design), add significant costs, and require the integration of a household grid into the survey and analysis.

Questionnaire design

It was not feasible for all information to be collected within one questionnaire – the time required by participants would have been too burdensome to achieve high quality outcomes. As such, topic areas were mapped out and split across two questionnaire versions, Questionnaire A and Questionnaire B.

Both questionnaires included the following core topics:

- Home & building: Floors, household composition, home tenure
- Fire and structural safety of the building: Feeling of safety
- About the respondent: Risk, wellbeing, demographics
- Final comments and Further Research opt in

Questionnaire A additionally covered the following topics:

- Dealing with building issues: Satisfaction, experience of issues, use of services
- Building safety since 2017: Cladding presence, BSR awareness and trust
- Media usage: Internet, social media and news sources used, and frequency

Questionnaire B additionally covered the following topics:

- Fire and structural safety: perceived responsibility, confidence in resolving of issues, knowledge of building safety measures
- Building safety since 2017: Awareness and interest in Grenfell, cladding presence, changes to building and costs faced as a result, actions taken by groups since Grenfell, BSR awareness and trust

Annex C and Annex D include copies of the questionnaire.

Allocation of questionnaires

Using the stratified sample, each selected address was allocated to either Questionnaire A or Questionnaire B. This was done on a 1 in 2 approach of every two records, one was allocated to Questionnaire A and one to Questionnaire B. This ensured that the profile of addresses invited to take part via each questionnaire matched on tenure, building size, local authority and IMD and that results should be similarly representative, at least following the sampling stage.

Survey fieldwork design

Different stages of the fieldwork are shown in the diagram below:



Cognitive testing

Cognitive testing was conducted to assess comprehension and levels of engagement with the survey invitation and each version of the questionnaire. A total of 15 cognitive interviews were carried out during this process with quotas set on resident characteristics to ensure a good mix of people.

All participants were recruited on the basis that they lived in a high-rise building on at least the 7th storey or above and had lived there for at least 12 months. This is different from the survey screening criteria. At the time of cognitive testing design, it was decided that residents who live on higher floors would be more likely to provide detailed feedback in relation to the questions. Since the aim of the cognitive testing was to test the data collection materials, the decision was made to include residents who live on at least 7th storey or above.

Interviews were carried out via a mix of Zoom/Teams and by telephone. Interviews were conducted between 11th October 2021 and 25th October 2021.

Following recruitment, respondents were posted an invitation letter along with the questionnaire for either version A or B, as planned for the main stages for the project. These were referred to during the interview.

Interviews lasted 30-45 minutes and participants received a £15 voucher for their time. A table showing the sample breakdown for the cognitive testing phase is shown as below.

		Questionnaire A	Questionnaire B	Total
Gender	Male	3	3	6
	Female	5	4	9
Age	16-34	3	1	4
	35-54	4	2	6
	55+	1	4	5
Home Ownership	Owned	3	1	4
	Rented privately	3	2	5
	Rented from council/ housing association or shared ownership	2	4	6
Overall total		8	7	15

Overall, cognitive testing found the research materials were working as intended. The testing resulted in changes to the covering letter explaining who HSE were, clarifying the timelines for the study, and providing more details on the objectives of the study.

Participants generally felt the length of the questionnaire was suitable for a study of this kind and the option to take part across different methods was appealing.

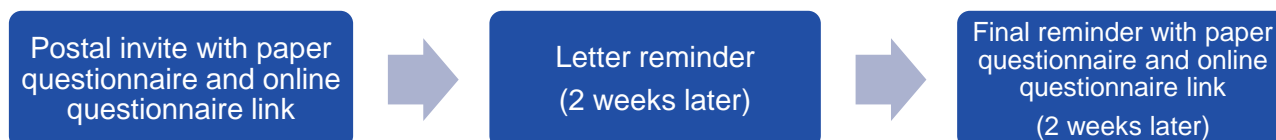
The following changes were made to the questionnaires following feedback from the interviews:

- Initially, the instructions for households to choose the survey participants was based on the “next birthday rule”⁷. The testing phase showed issues with understanding this rule. As a result, changes to who should complete the questionnaire was simplified and changed to any one person who is 16+ and living in the household.
- Definitions were improved, including:
 - Structural safety; by providing examples such as referring to building collapse or make-up of the building in general
 - Home ownership; “other” option was added and home ownership was further defined
- Some introductory text were added for some questions to justify the rationale to include these in the questionnaires; mainly for the media usage and attitudes towards risk sections which were initially felt as out of scope for building safety topic.
- Recontact question was redesigned and more detail around confidentiality was added to the question text.

⁷ Surveys were initially asked to complete by the person in the household whose birthday was coming up next and who was 16 years old or over.

Inviting research participation

In order to invite those selected from the sample to take part in the survey, an initial invitation was sent, followed by up to two reminders.



Postal invite with a paper questionnaire and an online questionnaire link

The first part of the process was to send an invitation to take part in an online questionnaire alongside a paper questionnaire.

The invitation pack, within a HM Government envelope, included:

- an invitation letter, including instructions on how to take part in the survey and frequently asked questions (Annex A)
- a translation sheet with instructions on how to take part in the survey in 18 languages (Annex B)
- the paper surveys (Annex C and Annex D)⁸
- a stamped return envelope for the paper questionnaire.

One member of the household who was 16 years old or older was asked to take part in the survey from their own perspective.

Letter reminder

The first reminder was sent to respondents who had not taken part in the survey 2 weeks after the original invite. The first reminder was a single page letter only.

Final reminder pack

A final reminder pack was sent to respondents who had not taken part in the survey 4 weeks after the first invite. The final reminder included a paper copy of the questionnaire, a frequently asked questions document, a return envelope, and a translations sheet.

⁸ The Questionnaire Design section provides more information about the use of two questionnaires.

Survey fieldwork and response rates

The questionnaires and survey invitation packs were dispatched in 3 stages:

- **Pilot stage (2,000 mailout):** To gauge questionnaire performance, response rates, and to highlight any particular issues that may need addressing.
- **Proof of concept (10,000 mailout):** To gauge sample performance and quota completion ahead of full mail out.
- **Full mailout (50,000 mailout):** Inviting the full sample to take part in the survey.

Pilot Stage

A pilot phase was conducted to gauge questionnaire performance, response rates, and to highlight any particular issues that may need addressing. The pilot stage took place from 26th November 2021 to 5th January 2022. 2,000 invitations were sent, with half receiving Questionnaire A, and half Questionnaire B.

Figures for this fieldwork period can be found in the table below:

Pilot	Number of letters sent	Number of completed questionnaires	Overall response rate
Initial invitation	2,000	266	13%
1st reminder	1,918		
2nd reminder	1,752		

The number of completed pilot questionnaires can be broken down by:

Mode	Questionnaire A	Questionnaire B	Total	%
Postal	82	84	166	62%
Online	59	41	100	38%

The results from the pilot stage showed:

- The study was receiving a response rate of 13% which was within the anticipated range of 10-20%
- The reminders were effective in increasing further take up of the survey
- Online and postal approaches were both generating good response
- The sample was falling out as anticipated

Proof-of-concept mailout

The next stage of fieldwork was the proof-of-concept mailout to 10,000 sample records, split equally for each questionnaire.

The fieldwork for this phase started on the 7th of February 2022 and went through the full fieldwork process of 2 reminders. Figures for this fieldwork period can be found in the table below:

Proof-of-concept	Number of letters sent	Number of completed questionnaires	Overall response rate
Initial invitation	10,000	1,619	16%
1st reminder	9,113		
2nd reminder	8,571		

Methodology	Questionnaire A	Questionnaire B	Total	%
Postal	519	513	1,032	64%
Online	298	283	581	36%
Telephone	3	3	6	<1%

The results from the proof-of-concept stage also showed the expected response rate and sample fallout. The data received in the early weeks of this phase was checked to ensure correct routing and to test the postal scanning system. After all quality checks were completed, fieldwork was launched in full.

Full mailout

The full stage of fieldwork involved a mailout to the remaining 50,000 sample, split equally for each questionnaire. The full mailout started on 19th February and ran through the full fieldwork process ending on 13th April 2022.

Figures for this fieldwork period can be found in the table below:

Full mailout	Number of letters sent	Number of completed questionnaires	Cumulative overall response rate
Initial invitation	50,000	7,799	16%
1st reminder	45,860		
2nd reminder	43,266		

This is broken down by:

Methodology	Questionnaire A	Questionnaire B	Total	%
Postal	2,443	2,555	4,998	64%
Online	1,385	1,390	2,775	36%
Telephone	17	9	26	<1%

Across the pilot, proof-of-concept and full mailout, a total of 9,684 responses were received. Overall, the study achieved 16% response rate with a push to web and paper questionnaire options. Participants were not offered any incentives and they were sent an invitation letter which was followed by two reminder letters.

Minimising non-response bias

Significant efforts were made to maximise the response rate and therefore reduce the impact of non-response bias on the survey, ensuring it provides a representative reflection of those living in HRBs. Non-response bias is reduced when response rates are high, so the study approach focused on generating a strong response.

This was achieved through:

- The three-phase approach - pilot, proof of concept and main phase – enabled the design to be optimised at each stage and ensure that the response rate was high and data collected did not appear skewed.
- The lengthy fieldwork stage and use of multiple reminder letters maximised the opportunity for every household to participate and further minimise bias.

- The approach utilised a mix of online and postal completion options to minimise the risk of some respondents being excluded from the survey due to lack of online access/online literacy.

Overall, the response rate achieved was 16%, increasing from an initial 13% as the approach was fine-tuned through the multi-phase approach. This overall response rate compares well with industry expectations. In their *Push to Web Best Practice Guide*, Ipsos (A global market research and public opinion specialist agency) state that such approaches typically achieve 15%-25%⁹. The 16% achieved is at the lower end of this range, but no response incentive was offered and postal/push-to-web response rates are much lower for more deprived groups - which the sample of this study skews towards (based on Index of Multiple Deprivation of the respondents invited to take part in the survey).

Over 60% of completed surveys were postal returns – suggesting that large elements of the target population had not been excluded due to lack of online access or online literacy. The response profile and response rate were also similar across Questionnaires A and B – showing no systematic biases affecting response from the questionnaires.

Typical approaches to detecting and correcting non-response bias focus on whether those that responded reflect the population overall – usually through comparing their sociodemographic profile. This study was intended to identify the sociodemographic profile of those living in high-rise buildings – unknown prior to the research – so it was not possible to make that comparison.

The physical profile of the high-rise buildings is known – in terms of size storeys, location and IMD. Comparing the profile of this in the selected sample to this same data from returned surveys showed a high level of alignment. When weighting was applied for these aspects, the high weighting efficiency, 92.48%, suggests that the data collected is not adversely affected by non-response bias and no additional corrective action is required.

⁹ https://www.ipsos.com/sites/default/files/ct/publication/documents/2019-06/push_to_web_best_practice_guide_2019_0.pdf Page 7.

Survey data collection and processing

Data collection

The online questionnaire was hosted in BMG-licenced Conformat software and used a mobile-enabled design to assist those who chose to follow the QR code with a mobile device.

The online questionnaire completes were extracted and reviewed to 'sense-check' the data during the pilot, proof of concept, and full mailout stages of fieldwork. These checks included ensuring the number of valid responses were being correctly recorded and checking the questionnaire logic and routing was working as intended.

The postal returns were scanned into the Conformat hosted system twice per week. The scanning process was automated by using professional scanning software. Half (50%) of the returns received were quality checked after scanning to make sure all data scanned was accurate.

In total, 32 people took part via telephone. This option was offered to facilitate participation from non-English speaking residents. A representative of BMG conducted the survey using the online questionnaire, entering responses on behalf of the participant. All telephone interviews were conducted in English. Had a resident wished to take part in another language, the interview would have been conducted by a native speaker, translating the questionnaire.

Data cleaning

Survey data was checked weekly to make sure routing logic and targets were filling as intended.

In the survey, participants were asked to state the number of floors in their buildings. This question was used as a screener to determine eligibility. Any survey response for buildings stated as having fewer than 7 floors by the survey participants were excluded from the data analysis. Survey responses from participants living in buildings with fewer than 7 floors (n=2,118) or survey responses with no information on the number of floors (n=119) about the building were excluded from analysis as invalid responses. Given the postal nature of the data, some responses were received after the closure of the fieldwork (n=144). These were excluded from data analysis as well.

Following data cleaning and processing, 9,684 of these were considered valid responses and used for analysis and reporting purposes. The valid response rate was 16%.

Overall response summary is shown as below:

- Total Households Invited: 62,012
- Total Responses: 12,065
- Total Valid Responses: 9,684
- Total Invalid Responses: 2,381
 - Invalid responses – 6 floors or fewer: 2,118
 - Invalid responses – no floor information: 119
 - Invalid responses – after survey close: 144

3,456 questionnaires were completed online (36%) and 6,196 were completed via post (64%). An additional 32 surveys completed via telephone interviews.

There was no significant difference in response by the questionnaire type.

Data processing

With the exception to manually processing the further research participation question, no manual data entry was required during data processing.

For the online versions of the questionnaires, the programmed script ensured that all question routing was performed automatically, and no post-editing of the data was required in the way that might be necessary for questionnaires administered using a ‘Pencil and Paper’ method.

For the paper version of the questionnaires, an automated solution was built to scan the questionnaire responses straight into the data set. This required data cleaning to make sure the questionnaires had all the answers needed to report on.

Weighting

Post-stratification weighting was applied to ensure the achieved sample best reflected known population characteristics. The demographic characteristics of the population in high-rise buildings are unknown so it was not possible to weight to these, only to building characteristics.

The weighting approach was designed to have a single weight per record. The data collected via Questionnaires A and B was therefore weighted so that each represented half the population. This used the same weighting targets for each of Questionnaire A and Questionnaire B data, ensuring both survey data sets were representative of the population and could be reported separately.

The targets applied were based on population of the tall buildings database. This assumes that the tall buildings database sample file represents the population of high-rise buildings accurately.

The overall effective sample size for the sample was **8,956**.

The effective sample size is the size of the sample needed, under the assumption of a simple random sampling, to achieve the same level of precision as the weighted estimates. The weighting efficiency is the ratio of the effective sample size to the actual sample size, and the study observed a weighting efficiency of **92.48%**.

Weighting Targets

Region	Database	Weight Target	
	Count	Questionnaire A	Questionnaire B
East Midlands	2.5%	2.5%	2.5%
East of England	3.2%	3.2%	3.2%
London	56.6%	56.6%	56.6%
North East	3.1%	3.1%	3.1%
North West	9.2%	9.2%	9.2%
South East	7.8%	7.8%	7.8%
South West	3.8%	3.8%	3.8%
West Midlands	9.0%	9.0%	9.0%
Yorkshire and The Humber	5%	5.0%	5.0%
Building tenure			
Private Residential	55.5%	55.5%	55.5%
Social	42.5%	42.5%	42.5%
Student	2.0%	2.0%	2.0%
IMD			
2, 1 - Most Deprived	35.1%	35.1%	35.1%
4, 3	31.4%	31.4%	31.4%
6, 5	19.7%	19.7%	19.7%
8, 7	9.9%	9.9%	9.9%
10 - Least Deprived, 9	3.9%	3.9%	3.9%

Defining the weighting variables

A set of analyses were conducted to understand the importance and impact of stratification variables and other demographic variables before applying the final weighting scheme.

The table below shows the impact of each variable on the data when included in the weighting.

Rankings	Mean rank	Rank
Building tenure	2.2	1
Respondent Age	2.4	2
English language	3.4	3
Presence of children	4.2	4
Ethnicity	4.6	5
Gender	6.6	6
No of people living in the household	6.8	7
IMD	8.6	8
Tenure DB	8.8	9
Number of floors in the building	9	10
Region	9.4	11
Building size determined using the number of addresses in a given building	12	12

The data set was weighted by building tenure, region, and IMD quintile. Size of building, age and other variables although ranked important were not used for the weighting due to not being able to define an accurate population figure from the sample file.

Confidence Intervals

Confidence intervals for the survey data were calculated for each question to estimate the range within which the true population parameters are likely to fall. Using a 95% confidence level (and assuming 50% results proportion), the analysis provides a measure of uncertainty surrounding the estimates. The maximum confidence interval observed for a core question (questions which appear in both questionnaire A and questionnaire B) is +/- 1.47 percentage points.

The maximum confidence interval for questions appearing in questionnaire B only is +/- 2.48 percentage points. For questions appearing in questionnaire A only, the maximum confidence interval was +/- 2.21 percentage points with the following exceptions due to lower sample size as a result of being routed from other questions:

- A10: Whether residents reported any of the fire safety issues to their landlord/letting agent or building management organisation: A maximum confidence interval of +/- 3.51 percentage points.
- A12: Whether residents reported any of the structural safety issues to their landlord/letting agent or building management organisation: A maximum confidence interval of +/- 5.12 percentage points.

Qualitative research

Overview

Qualitative research was undertaken with 169 residents of high-rise buildings. Interviews took place in the form of one-to-one in-depth interviews and mini group discussions consisting of up to 3 participants living in the same building. Discussions were conducted via online video call platforms with each lasting up to 90 minutes. A telephone option was provided for those who were not able to take part through online channels. Interviews were conducted using a semi-structured discussion guide. Sample was sourced from the survey participants who agreed to be recontacted (for the main phase of the qualitative research) and from free-find channels (for the pilot phase of the qualitative research). Further details of the qualitative research are provided below:

Sampling

The key target group for this research was residents of high-rise buildings as defined by the Building Safety Regulator¹⁰. The research aimed to recruit a variety of people who live in high-rise buildings to ensure a spread of people were represented in the research. Quotas were used to achieve a similar mix of residents as achieved in the survey.

It should be noted that HSE has also since undertaken in-depth complementary research studies with both disabled residents and non-English speaking residents. These results are reported separately.

For the pilot stage of the research, the sample was recruited through Kantar Public's specialist recruiter, Acumen. There were no quotas in place for this phase as it was unclear what the make-up of the residential audience was.

For the mainstage of the research, the sample was recruited through the participants who took part in the survey and agreed to be recontacted. To ensure a spread of residents, both primary and secondary quotas were utilised, and quotas were guided by the proportions achieved in the survey. Primary quotas included a mixture of different types of:

- Tenures
- Building heights
- Floors lived on
- Presence of flammable cladding
- Household incomes

¹⁰ BSR defines a high-rise building as a building that is at least 7 storeys or 18 meters tall and contains at least 2 dwellings.

- Language and digital confidence
- Disabilities
- Ethnicities

Secondary quotas recruited a mix of people across:

- Regions of England
- Employment status
- Deprivation decile
- Gender
- Age
- Nationality
- Residents Association attendance

The combination of primary and secondary quotas allowed the research to achieve a spread of residents. Please see Annex E for a full breakdown of the achieved qualitative sample.

Fieldwork design

The qualitative strand of the high-rise residents' research took place over two stages: a pilot phase and a mainstage. All fieldwork was completed online via Zoom or Microsoft Teams. For digitally excluded participants, the option to take part via phone was made available.

Pilot stage

The pilot stage of the research aimed to:

- Explore the main research topic areas, namely residents' perceptions of safety and their role in maintaining safety and their communication routes for information
- Test the qualitative data collection materials and research participants' comprehension of questions
- Guide quantitative survey analysis and inform questionnaire design

The pilot stage of the research, conducted between October and November 2021 included 20 in-depth interviews and 10 paired or small group discussions (30 interviewing sessions in total). The total number of engaged residents at this stage was 47.

On conclusion of the pilot phase, learnings were drawn from the data and shared with key stakeholders. These learnings were then used in the development of the questionnaire as part of the survey research.

Main stage

The mainstage of the research aimed to:

- Validate survey findings around residents' perceptions of safety and their role in maintaining safety and add depth and further insight to the quantitative findings
- Understand in greater detail the communication routes residents use for information
- Identify key actions/recommendations for the Building Safety Regulator in regard to resident engagement

For the main stage, which occurred between March and April 2022, 70 in-depth interviews took place, with 20 paired or small group discussions going ahead (90 interviewing sessions in total). The total number of engaged residents at this stage was 122.

In total 169 residents were engaged as part of the pilot and mainstage across the in-depth interviews and group discussions.

Ahead of both the pilot stage and mainstage of the research, participants were screened to ensure they were the most relevant for this research. Participants who were successfully screened were asked to take part in a short pre-task ahead of their interview. The pre-task was designed to help bring the research to life and learn more about the participant ahead of their interview. Participants were encouraged, amongst other things, to take videos and photos of their living area, building, and surrounding area to help with the development of outputs. During the interviews, residents were shown stimuli containing key information about BSR and their new rights and responsibilities under the regime.

Incentives

Participants who took part in the depth interviews were incentivised with £80. Small group discussion participants (excluding the lead participant) were incentivised with £50, with the lead participant being incentivised with £90.

Data analysis

Data analysis consisted of a combination of:

- Process-driven elements using a matrix mapping framework technique, as part of which data from pre-tasks, interviews and groups was systematically summarised into an analytical framework and organised by the key factors explored and underlying research objectives. The completed framework allowed the data to be sorted by theme, by case and across groups of participants, allowing for identification of emerging points of similarity and difference. This included a focus on understanding the impact of specific audience characteristics, such as ethnicity, mobility, or household income, on views. The framework was updated continuously as fieldwork progressed to ensure that emerging themes were included as part of the more interpretative elements of analysis.
- Analysis was an iterative process across the course of the project. It integrated emerging findings and hypotheses into the research and analysis approach as the work progressed.







Considerations for future research

In the case of this research being repeated, or further survey research amongst this audience, the following considerations should be made:

- Further review of push-to-web survey participation – where postal invitations are issued to invite to a web survey.
- Alternative methods of excluding those living in buildings out of scope, given that 18% of responses were from buildings with fewer than 7 storeys. This could include further analysis of the invalid data to identify buildings found to be of fewer storeys in order to exclude these if this survey was repeated.
- Online participation options for non-English speaking respondents – should it be deemed that the cost of this is justified.
- Alternative envelope designs for invitations or reminders or other methods to further boost participation.

Annex

Annex A – Questionnaire invitation letter and languages sheet

		
Address 1		
Address 2		
Address 3		
Postcode		
BMG ID		
	INSERT DATE	
Dear Resident,		
Please share your views on building safety		
Government is working to establish a new approach to building safety for high-rise buildings which will put the safety of residents first. To make sure the new system reflects the lives and concerns of residents, we would like you to complete the enclosed survey as soon as possible.		
It is <u>really important</u> we hear the views of as many residents as possible, including tenants and homeowners. The findings will shape the policy, priorities and approach of the Health and Safety Executive (HSE) for the residents of high-rise buildings.		
How to complete the questionnaire		
The questionnaire will take around 15 minutes to complete. We ask that one person aged 16 or over in your household completes the questionnaire from their own perspective. There are 2 easy ways to complete:		
By Post  1. Complete the enclosed questionnaire 2. Post it back in the pre-paid envelope	OR	Online  1. Visit www.HRBsurvey.co.uk or scan the QR code 2. Enter your reference number below to start the survey INSERT BMG ID  SCAN ME
Thank you. We greatly value your help and look forward to your response.		
Residents Research Team, Health and Safety Executive		
	https://www.hse.gov.uk/	



Frequently asked questions

Who is carrying out this survey?

The Health and Safety Executive (HSE) has commissioned BMG Research, an independent research agency, to conduct this survey on behalf of the Government. If you have queries, please phone 0800 358 0337 or contact HRBSurvey@bmgresearch.com. If you want to find out more about the HSE, please visit www.hse.gov.uk/building-safety/residents.htm.



What does the survey cover?

We are interested in everyone's views, whether you own or rent your home. The survey includes questions about your building, specific building issues, how these are resolved and any fire and structural safety measures in place. It also asks questions about you, your wellbeing and your attitude towards risk, to ensure we gather views from a wide range of people.



Do I have to take part?

Taking part is voluntary. It is your choice whether you would like to take part, and you can skip any questions you prefer not to answer.

If you wish to opt-out of further contact about this research, please either visit www.HRBsurvey.co.uk or you can call 0800 358 0337 or email HRBSurvey@bmgresearch.com quoting your reference number.

Are my answers confidential?

Your responses will be treated in the strictest confidence under the General Data Protection Regulation (GDPR). The findings will be used for research purposes only and you will not be identified in any reports. Please see the privacy policy for further information on what we do with the information we collect: www.HRBsurvey.co.uk.



BMG Research abide by the Market Research Society's Code of Conduct.

If you have any concerns about the legitimacy of this survey, please contact the HSE at HRBresidents@hse.gov.uk.

Is there an alternative format?

If you have difficulties accessing the survey online or completing the paper copy enclosed, please call 0800 358 0337 to arrange for an interviewer to complete the survey with you by phone.



How was my address selected?

Your address has been randomly selected for this research from a database of tall buildings in England.

How can I find out about the results?

We will publish a summary report of finding on the HSE website. We plan to do this in late 2022.



HM Government



If you can't take part in English, call 0800 358 0337 to do so in your own language. Translations of the cover letter can be found here:

www.HRBsurvey.co.uk



العربية

في إطار التزامنا بالمحافظة على سلامة سكان المباني المرتفعة في منازلهم، تعكف الحكومة على تطوير نظام جديد لسلامة المباني. وحتى نتمكن من فهم احتياجات سكان المباني المرتفعة، نوصيك بالإجابة عن أسئلة الاستبيان المرفق. علقاً بأن المشاركة تطوعية وستتم المحافظة على سرية إجاباتك. إذا لم يكن بوسعك المشاركة باللغة الإنجليزية، فيرجى الاتصال بهاتف رقم 0800 358 0337 للمشاركة بلغتك

বাঙালি

উঁচু বিল্ডিংয়ে বসবাসকারীদের তাদের বাড়িতে নিরাপদে রাখার প্রতিশ্রুতির অংশ হিসেবে, সরকার একটি নতুন বিল্ডিং নিরাপত্তা ব্যবস্থা তৈরি করতে চলেছে। উঁচু বিল্ডিংয়ে বসবাসকারীদের প্রয়োজনীয়তা সম্পর্কে বুঝতে আমাদের সাহায্য করতে, আমরা চাই যে আপনি সংযুক্ত সমীক্ষাটি সম্পূর্ণ করুন। অংশগ্রহণ করা ঐচ্ছিক এবং আপনার প্রতিক্রিয়া গোপন রাখা হবে। যদি আপনি ইংরেজিতে অংশ নিতে না পারেন তাহলে অনুগ্রহ করে আপনার নিজের ভাষায় এটি করতে 0800 358 0337 নম্বরে কল করুন।

български

Като част от ангажимента си да опази здравето и живота на обитателите на високите сгради в техните домове, правителството разработва нова система за безопасност на сградите. За да ни помогнете да разберем нуждите на живущите във високите сгради, бихме искали да попълните цялата приложена анкета. Участието е доброволно и отговорите Ви ще останат поверителни. Ако не можете да участвате на английски език, моля, обадете се на тел.: 0800 358 0337, за да го направите на своя език.

简体中文

作为践行对保证高层建筑居民在家中安全的承诺，政府正在开发一个新的建筑安全系统。为了帮助我们了解高层建筑居民的需求，我们希望您完成随附的调查。参与调查是自愿的，您的回答将会进行保密处理。如果您无法用英语参加，请致电 0800 358 0337，用您的语言参加。

فارسی

به عنوان بخشی از تعهد نسبت به حفظ ایمنی ساکنین ساختمان های بلند در خانه خود، دولت در حال توسعه یک سیستم ایمنی ساختمان جدید است. برای کمک به ما در اطلاع از نیازهای ساکنین ساختمان های بلند، خواهشمندیم نظرسنجی پیوست را تکمیل کنید. شرکت در این نظرسنجی اختیاری است و پاسخ های شما محرمانه باقی خواهند ماند. اگر نمی توانید به زبان انگلیسی در نظرسنجی شرکت کنید، لطفاً برای انجام آن به زبان خود با شماره 0800 358 0337 تماس بگیرید.

Français

Dans le cadre d'un engagement visant à assurer la sécurité des résidents d'immeubles de grande hauteur dans leur foyer, le gouvernement travaille à l'élaboration d'un nouveau système de sécurité des immeubles. Afin que nous comprenions les besoins des résidents d'immeubles de grande hauteur, nous vous invitons à remplir le questionnaire ci-joint. Votre participation est volontaire et vos réponses resteront confidentielles. Si vous ne pouvez pas répondre au questionnaire en anglais, veuillez appeler le 0800 358 0337 pour pouvoir le faire dans votre langue.

ગુજરાતી

બહુમાળી ઇમારતોમાં રહેતા લોકોને તેમના ઘરોમાં સુરક્ષિત રાખવાની પ્રતિબદ્ધતાના ભાગરૂપે, સરકાર નવી બિલ્ડિંગ સેફ્ટી સિસ્ટમ તૈયાર કરી રહી છે. બહુમાળી ઇમારતોમાં રહેતા લોકોની જરૂરિયાતોને સમજવામાં અમને મદદ કરવા માટે, અમે ઇચ્છીએ છીએ કે તમે અહીં જોડવામાં આવેલો સર્વે પૂર્ણ કરો. ભાગ લેવો એ સ્વૈચ્છિક છે અને તમારા પ્રતિભાવોને ગુપ્ત રાખવામાં આવશે. જો તમે અંગ્રેજીમાં ભાગ ન લઈ શકો, તો કૃપા કરીને તમારી પોતાની ભાષામાં ભાગ લેવા માટે 0800 358 0337 પર કોલ કરો.

हिंदी

ऊँची इमारतों में रहने वाले निवासियों को उनके घरों में सुरक्षित रखने के वायदे के हिस्से के रूप में, सरकार एक नई इमारत सुरक्षा प्रणाली विकसित कर रही है। ऊँची इमारतों के निवासियों की जरूरतों को समझने में हमारी मदद करने के लिए, हम चाहेंगे कि आप साथ दिए गए सर्वेक्षण को पूरा करें। भाग लेना आपकी इच्छा पर निर्भर करता है और आपकी प्रतिक्रियाओं को गोपनीय रखा जाएगा। यदि आप अंग्रेजी में भाग नहीं ले सकते हैं, तो कृपया अपनी भाषा में इसे पूरा करने के लिए 0800 358 0337 पर कॉल करें।

Italiano

Nell'ambito del suo impegno a mantenere i residenti dei grandi edifici al sicuro nelle loro case, il governo sta mettendo a punto un nuovo sistema di sicurezza degli edifici. Per aiutarci a comprendere le esigenze dei residenti dei grandi edifici, ti invitiamo a compilare il sondaggio allegato. La partecipazione è volontaria e le tue risposte rimarranno riservate. Se non puoi rispondere in inglese, chiama lo 0800 358 0337 per farlo nella tua lingua.

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<https://www.hse.gov.uk/>



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Polski

W ramach zobowiązania dotyczącego zapewnienia bezpieczeństwa mieszkańcom wysokościowców rząd opracowuje nowy system bezpieczeństwa budynków. Aby pomóc nam zrozumieć potrzeby mieszkańców wysokościowców, chcielibyśmy prosić Państwa o wypełnienie załączonej ankiety. Udział w ankiecie jest dobrowolny, a Państwa odpowiedzi będą traktowane jako poufne. **Jeśli nie mogą Państwo wypełnić ankiety w języku angielskim, prosimy o kontakt pod numer 0800 358 0337 w celu wypełnienia ankiety w wybranym przez Państwa języku.**

Limba română

Ca parte din angajamentul de a menține siguranța locuitorilor din clădirile înalte, guvernul pregătește un nou sistem de siguranță pentru clădiri. Pentru a ne ajuta să înțelegem nevoile locatarilor din clădirile înalte, vă rugăm să completați sondajul inclus. Participarea este voluntară, iar răspunsurile dumneavoastră vor rămâne confidențiale. **Dacă nu puteți completa varianta în limba engleză, vă rugăm să apălați numărul 0800 358 0337 pentru a completa varianta în limba proprie.**

தமிழ்

உயரமான கட்டிடங்களில் குடியிருப்போரை அவர்களின் வீடுகளில் பாதுகாப்பாக வைத்திருக்கும் உறுதிப்பாட்டின் ஒரு பகுதியாக, புதிய கட்டிட பாதுகாப்பு அமைப்பை அரசாங்கம் உருவாக்கி வருகிறது. உயரமான கட்டிடங்களில் குடியிருப்போரின் தேவைகளைப் புரிந்துகொள்ள எங்களுக்கு உதவ, இணைக்கப்பட்ட கணக்கெடுப்பை நீங்கள் முடிக்க வேண்டும் என்று நாங்கள் விரும்புகிறோம். இதில் பங்கேற்பது தன்னார்வமானது என்பதுடன், உங்கள் பதில்கள் ரகசியமாக வைத்திருக்கப்படும். **உங்களால் ஆங்கிலத்தில் பங்கேற்க முடியாவிட்டால், உங்கள் சொந்த மொழியில் பங்கேற்க 0800 358 0337 என்ற எண்ணை அழைக்கவும்.**

Português

Como parte de um compromisso para manter os residentes de edifícios altos seguros nas suas habitações, o Governo está a desenvolver um novo sistema de segurança para edifícios. Para nos ajudar a compreender as necessidades dos residentes de edifícios altos, gostaríamos que preenchesse o inquérito em anexo. A participação é voluntária e as suas respostas são confidenciais. **Se não puder participar em inglês, ligue 0800 358 0337 para fazê-lo na sua própria língua.**

Soomaali

Iyada oo qayb ka ah ballan-qaadka ah in dadka deggan daaraha dhaadheer si ammaan ah loogu hayo guryahooda, Dawladdu waxay samaynaysaa hab dhisimo oo cusub oo badbaado leh. Si ay nooga caawiso inaan fahanno baahiyaha ay qabaan dadka degan daaraha dhaadheer, waxaan jeclaan lahayn inaad buuxiso sahanka halkaan ku lifaaqan. Ka qayb-qaadashada waa ikhtiyaari jawaabahaagana waxay ahaan doonaan kuwo qarsoon. **Haddii aadan uga ka qayb qaadan karin luuqadda Ingiriisiga, fadlan wac 0800 358 0337 si aad ugu buuxiso luuqaddaada.**

Türkçe

Hükümet, çok katlı bina sakinlerini evlerinde güvende tutma taahhüdü kapsamında yeni bir bina güvenlik sistemi geliştiriyor. Çok katlı bina sakinlerinin ihtiyaçlarını anlamamıza yardımcı olmak için ekteki anketi doldurmanızı rica ediyoruz. Katılım isteğe bağlıdır ve yanıtlarınız gizli tutulacaktır. **İngilizce katılmıyorsanız kendi dilinizde katılmak için lütfen 0800 358 0337'yi arayın.**

ਪੰਜਾਬੀ

ਉੱਚੀਆਂ ਇਮਾਰਤਾਂ ਦੇ ਨਿਵਾਸੀਆਂ ਨੂੰ ਉਨ੍ਹਾਂ ਦੇ ਘਰਾਂ ਵਿੱਚ ਸੁਰੱਖਿਅਤ ਰੱਖਣ ਦੀ ਵਚਨਬੱਧਤਾ ਦੇ ਹਿੱਸੇ ਦੇ ਰੂਪ ਵਿੱਚ, ਸਰਕਾਰ ਇੱਕ ਨਵੀਂ ਇਮਾਰਤ ਸੁਰੱਖਿਆ ਪ੍ਰਣਾਲੀ ਵਿਕਸਿਤ ਕਰ ਰਹੀ ਹੈ। ਉੱਚੀਆਂ ਇਮਾਰਤਾਂ ਦੇ ਨਿਵਾਸੀਆਂ ਦੀਆਂ ਜ਼ਰੂਰਤਾਂ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਸਾਡੀ ਮਦਦ ਕਰਨ ਲਈ, ਅਸੀਂ ਚਾਹੁੰਦੇ ਹਾਂ ਕਿ ਤੁਸੀਂ ਨੱਥੀ ਕੀਤੇ ਸਰਵੇਖਣ ਨੂੰ ਪੂਰਾ ਕਰੋ। ਭਾਗ ਲੈਣਾ ਸਵੈ-ਇੱਛਤ ਹੈ ਅਤੇ ਤੁਹਾਡੇ ਜਵਾਬਾਂ ਨੂੰ ਗੁਪਤ ਰੱਖਿਆ ਜਾਵੇਗਾ। **ਜੇਕਰ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਵਿੱਚ ਭਾਗ ਨਹੀਂ ਲੈ ਸਕਦੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਜਿਹਾ ਕਰਨ ਲਈ 0800 358 0337 'ਤੇ ਕਾਲ ਕਰੋ।**

Español

Como parte del compromiso de mantener la seguridad de los residentes de edificios de gran altura en sus hogares, el Gobierno está desarrollando un nuevo sistema de seguridad para edificios. Para ayudarnos a comprender las necesidades de los residentes de edificios de gran altura, nos gustaría que completara la encuesta adjunta. La participación es voluntaria y las respuestas son confidenciales. **Si no puede participar en inglés, llame al 0800 358 0337 para poder hacerlo en su idioma.**

اردو

فلک بوس عمارتوں کے مکینوں کو ان کے گھروں میں محفوظ رکھنے کے عہد کے طور پر، حکومت عمارتوں کے لیے ایک نیا حفاظتی نظام تیار کر رہی ہے۔ ہم فلک بوس عمارتوں کے مکینوں کی ضرورتوں کو سمجھنے میں اپنی مدد کے لیے آپ سے منسلکہ سروے مکمل کرنے کی درخواست کرتے ہیں۔ حصّہ لینا رضاکارانہ ہے اور آپ کے جوابات خفیہ رکھے جائیں گے۔ اگر آپ انگریزی میں مکمل نہ کر سکتے ہوں تو بڑے مہربانی سے اپنی زبان میں مکمل کرنے کے لیے 0800 358 0337 پر کال کریں۔



<https://www.hse.gov.uk/>

Annex B – Questionnaire A

This questionnaire contained a set of core questions that were kept consistent over versions A and B, as well as its own unique array of questions.

Pro_2154_A

Thank you for completing this government survey on the safety of high-rise buildings. It should take around 15 minutes. One person, aged 16 or over, who lives in your household should complete this survey.

Please read these instructions before answering the survey

- 1) Use a black or blue pen. Mark each answer with a cross (x) in the box.
- 2) Completely 'colour in' any boxes crossed in error.
- 3) Only write in answers where you are asked to. Write these answers in block capitals. Please do not write outside the boxes.

Your participation is voluntary and your responses will be treated in the strictest confidence. If there are any questions you do not wish to respond to, please leave them blank. We would encourage you to read the Privacy Notice which gives you more information about how the Health and Safety Executive (HSE) and its research agencies will process your personal data.

Introduction

This survey asks about the safety of your home and the building you live in.

1. How many floors are there in the building you live in? Include the ground floor.
Only cross one box

1-3	4-5	6	7-10	11-15	16-20	21-25	26 floors or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which floor do you live on?
Only cross one box

<input type="checkbox"/> Basement or lower ground floor	<input type="checkbox"/> Floors 7-10
<input type="checkbox"/> Ground floor	<input type="checkbox"/> Floors 11-15
<input type="checkbox"/> Floors 1-3	<input type="checkbox"/> Floors 16-20
<input type="checkbox"/> Floors 4-5	<input type="checkbox"/> Floors 21-25
<input type="checkbox"/> Floor 6	<input type="checkbox"/> Floor 26 or higher

3. When did you start living in your current home?
Only cross one box

During 2022	Between 2021 and 2017	Between 2016 and 2010	Between 2009 and 2000	During 1999 or earlier
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How many people live in your home at the moment?
Cross one box in each row

	None	1	2	3	4+
Number of adults (16+), including yourself:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of children (under 16):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you own or rent your home?
Only cross one box

<input type="checkbox"/> Owned by me, a family member or my partner (either with or without a mortgage)	<input type="checkbox"/> Rent from the council
<input type="checkbox"/> Under shared ownership (Part own and part rent)	<input type="checkbox"/> Rent from a housing association
<input type="checkbox"/> Rent from a private landlord or letting agency	<input type="checkbox"/> Neither rent nor own
	<input type="checkbox"/> Other

1

Pro_2154_A

Fire and structural safety of your building

In this section: By 'structural safety' we mean the safety of your building from risks like building collapse. It is to do with the make-up of the building itself. By fire safety, we mean issues about smoke detectors, fire alarms, fire extinguishers, blocked fire escape routes or the use of materials like flammable cladding on your building. Although you might feel unsafe from crime, or for other reasons, please answer these questions only thinking about the fire and structural safety of your building.

6. To what extent do you agree or disagree with the following statements?

Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I feel safe from fire risks in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe from structural risks in my home (for example, cracks or collapsing of walls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Dealing with issues in your building

This section is about issues with your building. Some questions ask about your 'building management organisation'. By this we mean the company, organisation, housing association or person responsible for the building.

7. All things considered, how satisfied or dissatisfied are you with the following?

Cross one box in each row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Your flat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Your landlord/letting agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your building management organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Have you had any issues at all with your building in the past 12 months? This might include issues with the cleaning or maintenance of communal areas. Or it could be anti-social behaviour, fire or structural safety issues. By structural safety we mean the safety of your building from risks like building collapse, it is to do with the make-up of the building itself.

Only cross one box

- Yes ➔ Go to Q9 No ➔ Go to Q16 Don't know ➔ Go to Q16

9. Were any of these issues you had related to fire safety? For example, problems with smoke detectors, fire alarms, fire extinguishers, blocked fire escape routes or the use of materials like flammable cladding on your building.

Only cross one box

- Yes ➔ Go to Q10 No ➔ Go to Q11

Pro_2154_A

10. Did you report any of the fire safety issues to your landlord/letting agent or building management organisation?

Only cross one box

- Yes, and it was resolved or is being resolved Yes, but it hasn't been resolved yet No, I didn't report it

11. Were any of these issues related to the structural safety of your building? For example, problems which may affect the stability of your building or weaken the structure of it. By structural safety we mean the safety of your building from risks like building collapse, it is to do with the make-up of the building itself.

Only cross one box

- Yes → Go to Q12 No → Go to Q13

12. Did you report any of the structural safety issues to your landlord/letting agent or building management organisation?

Only cross one box

- Yes, and it was resolved or is being resolved Yes, but it hasn't been resolved yet No, I didn't report it

13. How easy or difficult was it to raise an issue with your landlord/letting agent or building management organisation? If you have never raised an issue, please state how easy or difficult you think it would be.

Only cross one box

- Very easy Quite easy Neither easy nor difficult Quite difficult Very difficult Don't know
-

14. If you had issues in the last 12 months, have you reported them to someone other than your building management organisation or landlord/letting agent? For example, have you reported the issues to your local council, Member of Parliament (MP), Housing Ombudsman or another organisation or person?

Only cross one box

- Yes, I reported issues to my local council, MP, Housing Ombudsman or similar organisation or person No, I only reported issues to my landlord/letting agent or building management organisation
- I did not have any issues

15. If you had issues with your building, did you use any of the following sources to get more information? And how useful did you find them?

Cross one box in each row

	Used and found useful	Used but did not find useful	Not used
Residents association or the local community in your building or area such as neighbours, local social media groups or similar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landlord/letting agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building management organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local councils/authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External organisations such as Housing Ombudsman, Citizens Advice, charities or advocacy groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pro_2154_A

Building safety since 2017

In 2017, a fire broke out at Grenfell Tower - a 24-storey block of flats in North Kensington, London. The fire at Grenfell Tower spread due to flammable cladding material on the building. This caused the death of many people.

16. Cladding is a covering applied to the outside walls of buildings for energy efficiency or to improve the look of the building. To the best of your knowledge, does your building currently have flammable cladding?

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> Yes, and it is being removed or is due to be removed | <input type="checkbox"/> No, it was removed <u>after</u> 2017 |
| <input type="checkbox"/> Yes, and I am not clear when it will be removed | <input type="checkbox"/> No, my building has <u>never</u> had flammable cladding |
| <input type="checkbox"/> No, it was removed <u>before</u> 2017 | <input type="checkbox"/> Don't know |

As part of the response to the Grenfell fire, the government is establishing a Building Safety Regulator. This government body will oversee the design, construction and maintenance of high-rise buildings. This is to improve the safety of buildings and residents.

17. Before today, were you aware that the government is establishing a new Building Safety Regulator?

Only cross one box

- | | | |
|--------------------------|---|--------------------------|
| Yes | Think I've heard of it but I'm not sure | No, not heard of it |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

18. To what extent do you agree or disagree with the following statement?

I trust the Building Safety Regulator to take the right actions to ensure people are safer in their homes from major fires and structural issues.

Only cross one box

- | | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Media usage

We want to understand how to reach different people with important information. To help us do this, this section asks about the types of media you use.

19. How often, if at all, do you do the following?

Cross one box in each row

	Multiple times a day	Once a day	A few times a week	A few times a month	Once a month or less	Never
Use social media websites or instant messaging apps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit news websites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watch television – either live or on demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listen to the radio – either live or on demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read national newspapers (in print)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read local newspapers (in print)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Read magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pro_2154_A

20. When did you last use the internet?

Only cross one box

- Within the last 3 months ➔Go to Q21 More than 1 year ago ➔Go to Q22
 Between 3 months and a year ago ➔Go to Q22 Never used it ➔Go to Q22

21. Which of the following social media websites or apps do you use at least weekly?

Cross any of the boxes that apply

- Facebook Nextdoor Snapchat None of these
 Instagram Pinterest TikTok Don't know
 LinkedIn Reddit Twitter

22. Which of the following news brands do you use at least weekly? This could be listening to the radio, watching TV, viewing news websites or apps, or reading print newspapers.

Cross any of the boxes that apply

- BBC ITV The Mirror
 Channel 4 Metro The Sun
 Daily Express Sky The Times
 Daily Mail Sunday People Other English or non-English media (write in box below)
 Daily Star Telegraph
 Financial Times The Guardian / Observer None
 Huffington Post The Independent

Other English or non-English media, please specify

About you

These questions are about you. They help make sure we hear the views of lots of different people. You do not need to answer the questions that you feel are too personal or sensitive.

This first question asks about your general approach to risks and safety in all aspects of life, not only to do with fire and building safety. It will help us better understand your responses to other questions in the survey as well as to understand your needs and how you live your life.

23. To what extent do you agree or disagree with the following statements?

Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
I have the tools and equipment I need to keep my home safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I always keep an eye out for potential hazards while at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sometimes I take risks because I enjoy it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am excited when I don't know what will happen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pro_2154_A

Next we would like to ask you a couple of questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

24. Cross one box in each row

	0 Not at all	1	2	3	4	5	6	7	8	9	10 Completely
Overall, how satisfied are you with your life nowadays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, to what extent do you feel that the things you do in your life are worthwhile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. What is your age?

Only cross one box

16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or over	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. How do you describe your gender?

Only cross one box

A man (including trans man)	A woman (including trans woman)	Non-binary	In another way	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. How would you describe your ethnicity?

Only cross one box

White

<input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/> Gypsy or Irish Traveller
<input type="checkbox"/> Irish	<input type="checkbox"/> Any other White background

Mixed / Multiple ethnic groups

<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> White and Asian
<input type="checkbox"/> White and Black African	<input type="checkbox"/> Any other Mixed/ multiple ethnic background

Asian / Asian British

<input type="checkbox"/> Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Pakistani	<input type="checkbox"/> Any other Asian background
<input type="checkbox"/> Bangladeshi	

Black / Black British

<input type="checkbox"/> African	<input type="checkbox"/> Any other Black / African / Caribbean background
<input type="checkbox"/> Caribbean	

Other ethnic group

<input type="checkbox"/> Arab	<input type="checkbox"/> Any other ethnic group
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to say

Pro_2154_A

28. How well would you say you can speak English?

Only cross one box

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Native speaker/fluent | Very well | Well | Not well | Not at all | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

29. Which of the following best describes your current employment status? If more than one applies, please choose your main source of income.

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> Full time paid job (31 or more hours per week) | <input type="checkbox"/> Out of work |
| <input type="checkbox"/> Part time paid job (less than 31 hours per week) | <input type="checkbox"/> Looking after home or Homemaker |
| <input type="checkbox"/> Self-employed or run my own business | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Student or on training programme (such as an apprenticeship) | <input type="checkbox"/> Disabled or Long-term sick |
| | <input type="checkbox"/> Unpaid or doing voluntary work |
| | <input type="checkbox"/> Prefer not to say |

30. Which of the following is your highest level of qualification? If you were educated outside the UK, please choose the equivalent qualification.

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> No qualifications | <input type="checkbox"/> Higher education (HND or a NVQ level 4) |
| <input type="checkbox"/> Other qualifications (NVQ level 1) | <input type="checkbox"/> Degree level or higher (NVQ level 5) |
| <input type="checkbox"/> GCSEs/O-levels or equivalent (RSA Diploma) | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> A level or equivalent (NVQ level 3) | <input type="checkbox"/> Prefer not to say |

31. Do you have any health conditions or illnesses which affect you in any of the following areas?

Cross any of the boxes that apply

- | | |
|--|--|
| <input type="checkbox"/> Vision (for example blindness or partial sight) | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Hearing (for example deafness or partial hearing) | <input type="checkbox"/> Stamina, breathing or fatigue |
| <input type="checkbox"/> Mobility (for example walking short distances or climbing stairs) | <input type="checkbox"/> Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome) |
| <input type="checkbox"/> Dexterity (for example lifting objects or using a keyboard) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Learning, understanding or concentrating | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Memory | <input type="checkbox"/> Prefer not to say |

32. What is your total annual household income before tax and other deductions?

Only cross one box

- | | | |
|---|--|--|
| <input type="checkbox"/> Less than £10,000 a year | <input type="checkbox"/> £40,000 - £49,999 | <input type="checkbox"/> £150,000+ |
| <input type="checkbox"/> £10,000 - £19,999 | <input type="checkbox"/> £50,000 - £74,999 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> £20,000 - £29,999 | <input type="checkbox"/> £75,000 - £99,999 | |
| <input type="checkbox"/> £30,000 - £39,999 | <input type="checkbox"/> £100,000 - £149,999 | |

Annex C – Questionnaire B

This questionnaire contained a set of core questions that were kept consistent over versions A and B, as well as its own unique array of questions.

Pro_2154_B

Thank you for completing this government survey on the safety of high-rise buildings. It should take around 15 minutes. One person, aged 16 or over, who lives in your household should complete this survey.

Please read these instructions before answering the survey

- 1) Use a black or blue pen. Mark each answer with a cross (x) in the box.
- 2) Completely 'colour in' any boxes crossed in error.
- 3) Only write in answers where you are asked to. Write these answers in block capitals. Please do not write outside the boxes.

Your participation is voluntary and your responses will be treated in the strictest confidence. If there are any questions you do not wish to respond to, please leave them blank. We would encourage you to read the Privacy Notice which gives you more information about how the Health and Safety Executive (HSE) and its research agencies will process your personal data.

Introduction

This survey asks about the safety of your home and the building you live in.

1. How many floors are there in the building you live in? Include the ground floor.
Only cross one box

1-3	4-5	6	7-10	11-15	16-20	21-25	26 floors or more
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which floor do you live on?
Only cross one box

<input type="checkbox"/> Basement or lower ground floor	<input type="checkbox"/> Floors 7-10
<input type="checkbox"/> Ground floor	<input type="checkbox"/> Floors 11-15
<input type="checkbox"/> Floors 1-3	<input type="checkbox"/> Floors 16-20
<input type="checkbox"/> Floors 4-5	<input type="checkbox"/> Floors 21-25
<input type="checkbox"/> Floor 6	<input type="checkbox"/> Floor 26 or higher

3. When did you start living in your current home?
Only cross one box

During 2022	Between 2021 and 2017	Between 2016 and 2010	Between 2009 and 2000	During 1999 or earlier
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. How many people live in your home at the moment?
Cross one box in each row

	None	1	2	3	4+
Number of adults (16+), including yourself:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of children (under 16):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you own or rent your home?
Only cross one box

<input type="checkbox"/> Owned by me, a family member or my partner (either with or without a mortgage)	<input type="checkbox"/> Rent from the council
<input type="checkbox"/> Under shared ownership (Part own and part rent)	<input type="checkbox"/> Rent from a housing association
<input type="checkbox"/> Rent from a private landlord or letting agency	<input type="checkbox"/> Neither rent nor own
	<input type="checkbox"/> Other

Pro_2154_B

Fire and structural safety of your building

In this section: By 'structural safety' we mean the safety of your building from risks like building collapse. It is to do with the make-up of the building itself. By fire safety, we mean issues about smoke detectors, fire alarms, fire extinguishers, blocked fire escape routes or the use of materials like flammable cladding on your building. Although you might feel unsafe from crime, or for other reasons, please answer these questions only thinking about the fire and structural safety of your building.

- 6. How much responsibility do you think you personally have for fire safety in your building?**
Only cross one box

Full responsibility	Partial responsibility	No responsibility at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 7. How much responsibility do you think you personally have for maintaining structural safety in your building?**
Only cross one box

Full responsibility	Partial responsibility	No responsibility at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 8. How confident are you that the following potential issues in your building would be resolved effectively?**
Cross one box in each row

	Very confident	Quite confident	Not very confident	Not at all confident	Don't know
A problem with fire safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A problem with structural safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 9. When your landlord/letting agent or building management organisation take decisions about fire or structural safety, are you consulted and given a chance to express your view? By building management organisation we mean the company, organisation, housing association or person responsible for the building.**
Only cross one box

Yes, and I always share my views

Yes, and I sometimes share my views

Yes, but I never share my views

No, but I would like to share my views

No, and I don't want to share my views

Don't know

- 10. To what extent do you agree or disagree with the following statements?**
Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I feel safe from fire risks in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe from structural risks in my home (for example, cracks or collapsing of walls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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11. Does your building have any of the following?

Cross one box in each row

	Yes	No	Don't know/Not sure
An evacuation procedure in the event of a fire or emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A sprinkler system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire alarms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoke detectors/alarms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How much, if anything, do you know about each of the following for your building?

Cross one box in each row

	A lot	A little	Not very much	Nothing at all
How to report safety concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What I need to do in the event of an emergency for example a fire in your home or building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where to find information about fire safety measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where to find information about structural safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Building safety since 2017

In 2017, a fire broke out at Grenfell Tower - a 24-storey block of flats in North Kensington, London. The fire at Grenfell Tower spread due to flammable cladding material on the building. This caused the death of many people.

This section asks about the safety of your building and how things related to the fire and structural safety of your building have been addressed since the Grenfell Tower fire.

13. How aware are you of the Grenfell Tower fire and the coverage of it since 2017?

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> Heard of it and followed the coverage/news <u>closely</u> | <input type="checkbox"/> Heard of it but <u>not followed</u> the coverage/news |
| <input type="checkbox"/> Heard of it and followed the coverage/news <u>somewhat</u> | <input type="checkbox"/> <u>Not heard of it</u> before today |

14. Are you aware of any of the following changes to your building since 2017?

Cross one box in each row

	Yes	No	Don't know
<u>Major changes</u> such as the installation of a sprinkler system, replacement of wood on balconies, addressing of structural issues or similar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Minor changes</u> such as new fire doors, readily accessible fire extinguishers or similar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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15. Cladding is a covering applied to the outside walls of buildings for energy efficiency or to improve the look of the building. To the best of your knowledge, does your building currently have flammable cladding?

Only cross one box

- | | | |
|---|--|--|
| <input type="checkbox"/> Yes, and it is being removed or is due to be removed | <input type="checkbox"/> No, it was removed <u>before</u> 2017 | <input type="checkbox"/> No, my building has <u>never</u> had flammable cladding |
| <input type="checkbox"/> Yes, and I am not clear when it will be removed | <input type="checkbox"/> No, it was removed <u>after</u> 2017 | <input type="checkbox"/> Don't know |

16. Since 2017, some residents have faced an increase in rent or service charges, or have had to pay a one-off lump sum as a result of work done on fire and structural safety. Have you experienced such an increase in your costs? If so, how reasonable was this increase?

Only cross one box

- | | | |
|---|--|---|
| <input type="checkbox"/> Yes, and it was <u>very</u> reasonable ➔Go to Q17 | <input type="checkbox"/> Yes, and it was <u>not very</u> reasonable ➔Go to Q17 | <input type="checkbox"/> I have not had an increase in costs ➔Go to Q18 |
| <input type="checkbox"/> Yes, and it was <u>quite</u> reasonable ➔Go to Q17 | <input type="checkbox"/> <u>Not at all</u> reasonable ➔Go to Q17 | <input type="checkbox"/> Don't know ➔Go to Q18 |

17. Has the increased rent or service charge or one-off lump sum caused you any financial difficulties at all?

Only cross one box

- | | | |
|--|---|---|
| <input type="checkbox"/> Yes, it has been very difficult to afford | <input type="checkbox"/> Yes, it has caused some difficulties | <input type="checkbox"/> No, it has not |
|--|---|---|

18. Since Grenfell (i.e. 2017), to what extent do you agree or disagree that the following groups have taken the right actions to ensure the safety of high-rise buildings?

Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
Residents and groups representing residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Landlords and letting agents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building designers and construction companies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building owners and building management organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency/fire services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local councils/authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UK Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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19. To what extent do you agree or disagree that since Grenfell (i.e. 2017)...

Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
Overall, there has been more attention given to the safety of residents in high-rise buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think overall progress on the issues about fire and structural safety has been quick enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with how structural and fire safety issues have been addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As part of the response to the Grenfell fire, the government is establishing a Building Safety Regulator. This government body will oversee the design, construction and maintenance of high-rise buildings. This is to improve the safety of buildings and residents.

20. Before today, were you aware that the government is establishing a new Building Safety Regulator?

Only cross one box

Yes	Think I've heard of it but I'm not sure	No, not heard of it
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. To what extent do you agree or disagree with the following statement?

I trust the Building Safety Regulator to take the right actions to ensure people are safer in their homes from major fires and structural issues.

Only cross one box

Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you

These questions are about you. They help make sure we hear the views of lots of different people. You do not need to answer the questions that you feel are too personal or sensitive.

This first question asks about your general approach to risks and safety in all aspects of life, not only to do with fire and building safety. It will help us better understand your responses to other questions in the survey as well as to understand your needs and how you live your life.

22. To what extent do you agree or disagree with the following statements?

Cross one box in each row

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
I have the tools and equipment I need to keep my home safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I always keep an eye out for potential hazards while at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sometimes I take risks because I enjoy it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am excited when I don't know what will happen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Next we would like to ask you a couple of questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions please give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

23. Cross one box in each row

	0 Not at all	1	2	3	4	5	6	7	8	9	10 Completely
Overall, how satisfied are you with your life nowadays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, to what extent do you feel that the things you do in your life are worthwhile?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24. What is your age?

Only cross one box

16 to 24	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74	75 or over	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. How do you describe your gender?

Only cross one box

A man (including trans man)	A woman (including trans woman)	Non-binary	In another way	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. How would you describe your ethnicity?

Only cross one box

White

<input type="checkbox"/> English/Welsh/Scottish /Northern Irish/British	<input type="checkbox"/> Gypsy or Irish Traveller
<input type="checkbox"/> Irish	<input type="checkbox"/> Any other White background

Mixed / Multiple ethnic groups

<input type="checkbox"/> White and Black Caribbean	<input type="checkbox"/> White and Asian
<input type="checkbox"/> White and Black African	<input type="checkbox"/> Any other Mixed/ multiple ethnic background

Asian / Asian British

<input type="checkbox"/> Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Pakistani	<input type="checkbox"/> Any other Asian background
<input type="checkbox"/> Bangladeshi	

Black / Black British

<input type="checkbox"/> African	<input type="checkbox"/> Any other Black / African / Caribbean background
<input type="checkbox"/> Caribbean	

Other ethnic group

<input type="checkbox"/> Arab	<input type="checkbox"/> Any other ethnic group
<input type="checkbox"/> Don't know	<input type="checkbox"/> Prefer not to say

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27. How well would you say you can speak English?

Only cross one box

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Native speaker/fluent | Very well | Well | Not well | Not at all | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

28. When did you last use the internet?

Only cross one box

- | | |
|--|---|
| <input type="checkbox"/> Within the last 3 months | <input type="checkbox"/> More than 1 year ago |
| <input type="checkbox"/> Between 3 months and a year ago | <input type="checkbox"/> Never used it |

29. Which of the following best describes your current employment status? If more than one applies, please choose your main source of income.

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> Full time paid job (31 or more hours per week) | <input type="checkbox"/> Out of work |
| <input type="checkbox"/> Part time paid job (less than 31 hours per week) | <input type="checkbox"/> Looking after home or Homemaker |
| <input type="checkbox"/> Self-employed or run my own business | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Student or on training programme (such as an apprenticeship) | <input type="checkbox"/> Disabled or Long-term sick |
| | <input type="checkbox"/> Unpaid or doing voluntary work |
| | <input type="checkbox"/> Prefer not to say |

30. Which of the following is your highest level of qualification? If you were educated outside the UK, please choose the equivalent qualification.

Only cross one box

- | | |
|---|--|
| <input type="checkbox"/> No qualifications | <input type="checkbox"/> Higher education (HND or a NVQ level 4) |
| <input type="checkbox"/> Other qualifications (NVQ level 1) | <input type="checkbox"/> Degree level or higher (NVQ level 5) |
| <input type="checkbox"/> GCSEs/O-levels or equivalent (RSA Diploma) | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> A level or equivalent (NVQ level 3) | <input type="checkbox"/> Prefer not to say |

31. Do you have any health conditions or illnesses which affect you in any of the following areas?

Cross any of the boxes that apply

- | | |
|--|--|
| <input type="checkbox"/> Vision (for example blindness or partial sight) | <input type="checkbox"/> Memory |
| <input type="checkbox"/> Hearing (for example deafness or partial hearing) | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Mobility (for example walking short distances or climbing stairs) | <input type="checkbox"/> Stamina, breathing or fatigue |
| <input type="checkbox"/> Dexterity (for example lifting objects or using a keyboard) | <input type="checkbox"/> Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome) |
| <input type="checkbox"/> Learning, understanding or concentrating | <input type="checkbox"/> Other |
| | <input type="checkbox"/> None of the above |
| | <input type="checkbox"/> Prefer not to say |

Annex D – Derivation of resident types

Analysis of the qualitative data revealed five distinct resident ‘typologies’ (types of residents with similar experiences).

These types are:

1. **Social Renters**
2. **Private Renters**
3. **Owners: Privately Managed Buildings**
4. **Owners: Managed by social landlords**
5. **Owners: with self-reported cladding issues**

These types, derived from the qualitative data, were then mapped to the survey to provide indicative proportions of each type.

Following variables were used to derive resident types

- A5B5 (“Do you own or rent your home?”)
- TENURE
- A16B15 (“Cladding is a covering applied to the outside walls of buildings for energy efficiency or to improve the look of the building. To the best of your knowledge, does your building currently have flammable cladding?”)
- A7_3* (“All things considered, how satisfied or dissatisfied are you with the following? - Your landlord/letting agent”)
- A7_4* (“All things considered, how satisfied or dissatisfied are you with the following? - Your building management organisation”)

Logic for deriving the resident types is shown in the table below.

<i>Resident typology</i>	<i>Coding logic</i>
Private renters	If A5B5 = 3 and TENURE = 1
Social renters (good service)	If (A5B5 = 4 or A5B5 = 5) and If TENURE = 2 and If mean(A7_3, A7_4) < 3

Social renters (poor service)	If (A5B5 = 4 or A5B5 = 5) and If TENURE = 2 and If mean(A7_3, A7_4) > 3
Social renters	If (A5B5 = 4 or A5B5 = 5) and If TENURE = 2
Owner occupiers (private landlord)	If (A5B5 = 1 or A5B5 = 2) and If (CLADDING = 3 or CLADDING = 4 or CLADDING = 5 or CLADDING = 6) and TENURE = 1
Owner occupiers (social landlord)	If (A5B5 = 1 or A5B5 = 2) and If (CLADDING = 3 or CLADDING = 4 or CLADDING = 5 or CLADDING = 6) and TENURE = 2
Owner occupiers (self-reported cladding)	If (A5B5 = 1 or A5B5 = 2) and If (CLADDING = 1 or CLADDING = 2) and If (TENURE = 1 or TENURE = 2)

Caveats for derivation of resident types

Responses coded 6 (“Not applicable”) to questions A7_3 and A7_4 were recoded as *missing* before an average score was calculated across respondents’ responses. The mean score was the value of A7_4 if respondents had missing data for A7_3, and vice versa. This “satisfaction” score was used to distinguish social renters with good service from those with poor service.

The survey data included non-productive sample, so all cases missing a survey weight were excluded prior to any analysis or sub-group derivation.

Bases do not include missing or non-substantive responses (e.g., “Prefer not to say”) unless explicitly shown in the reported figures.

The report includes unweighted estimates for resident typology. This is because the survey weights were calculated for the full sample and resident typology could only be derived for a minority of respondents. As such, resident type figures reported should be seen as descriptive of the achieved sample rather than robust population estimates.

Annex E – Qualitative Achieved Sample Table

TOTAL NUMBER OF INTERVIEWING SESSIONS	120
Depth interviews	90
Mini group discussions (up to 3 participants)	30
PRIMARY QUOTAS	
Tenure	120
Owned by me, a family member, or my partner	35
Under shared ownership (part own and part rent)	6
Rented from a private landlord or letting agency	35
Rented from the council	28
Rented from a housing association	15
Neither rented nor owned	1
Building height	120
7-10 floors	51
11-15 floors	44
16-20 floors	14
21-25 floors	5
26+ floors	6
Floor lived on	120
Floor 1 to 6	65
Floor 7 to 10	30
Floor 11+	25
Presence of flammable cladding	16
Flammable cladding present	16
Household Income	120
Less than £10,000 per annum	16
£10,000 - £19,999	20
£20,000 - £29,999	11
£30,000 – 39,999	7
£40,000 - £49,999	10
£50,000 - £74,999	22
£75,000 - £99,999	5
£100,000 - £149,999	11
£150,000+	5
Prefer not to say	13
Language & digital confidence	26
English as a second language	16
Digitally excluded	10
Disability	29
Has a disability that impacts mobility	15
Other disability	14
Ethnicity	120

White - English / Welsh / Scottish / Northern Irish / British	44
White - Irish	4
White - Gypsy or Irish Traveller	1
White - Any other white background	24
Mixed / Multiple - White & Black Caribbean	1
Mixed / Multiple - White & Black African	0
Mixed / Multiple - White & Asian	2
Mixed / Multiple - Any other mixed / multiple ethnic background	6
Asian or Asian British - Indian	10
Asian or Asian British - Pakistani	2
Asian or Asian British - Bangladeshi	0
Asian or Asian British - Chinese	4
Asian or Asian British - Any other Asian background	5
Black or Black British - African	8
Black or Black British - Caribbean	6
Black or Black British - Any other Black / African / Caribbean background	0
Other - Arab	1
Other	1
Don't know / prefer not to say	1
SECONDARY QUOTAS	
Location	120
London	53
East Midlands	6
West Midlands	13
Yorkshire and the Humber	9
East of England	1
North West	16
South East	10
South West	4
North East	8
Employment	120
Full time paid job	68
Part time paid job	13
Self-employed or run your own business	10
Student or on a training programme	3
Out of work	3
Looking after home or Homemaker	1
Retired	14
Disabled or Long-term sick	5
Unpaid or voluntary work	2
Prefer not to say	1

Deprivation Decile	120
1 to 2 (20% most deprived)	45
3 to 4	40
5 to 6	24
7 to 8	10
9 to 10 (20% least deprived)	1
Gender	120
Male	60
Female	58
Non-binary	2
In another way	0
Age	120
16-24	9
25-34	41
35-44	26
45-54	12
55-64	17
65-74	12
75+	3
Nationality	27
Non-UK National	27
Residents Association Attendance	120
Always / most of the time	26
Sometimes	15
Rarely / never	22
No RA / not sure	57

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