

## Select Move Customer Survey: Summary report

This report was created on Tuesday 02 August 2022 at 14:24 and includes **114** responses.

The activity ran from 01/07/2022 to 29/07/2022.

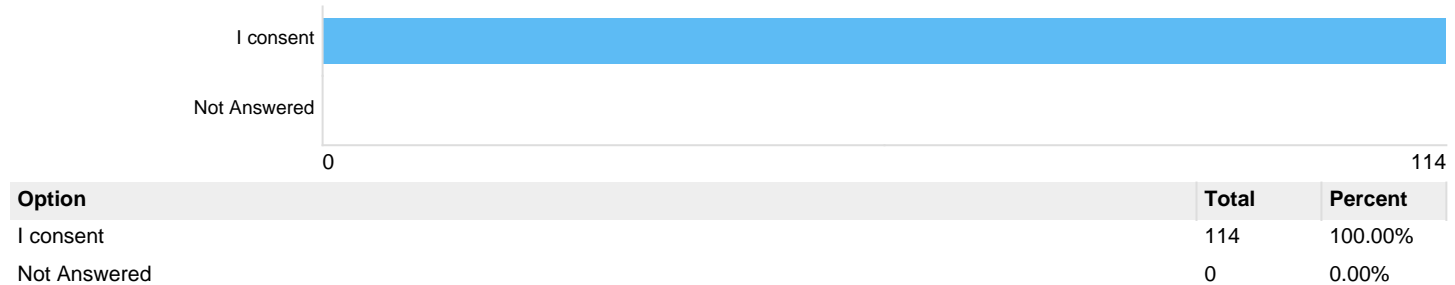
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**Question 1: Please read the privacy notice below and click 'I consent' to confirm that you give your consent to us using your data in line with the statement.**

*responseconsent*



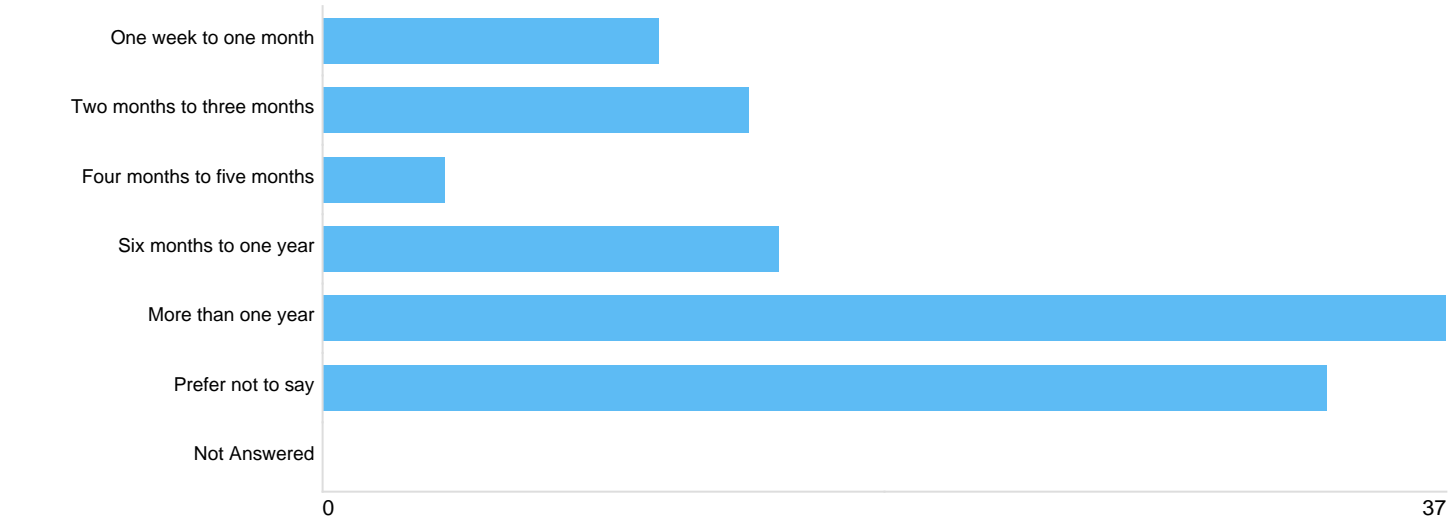
**Question 2: When did you first register on Select Move?**

*Registration date*

There were 111 responses to this part of the question.

**Question 3: How long did it take you to get housed following your registration?**

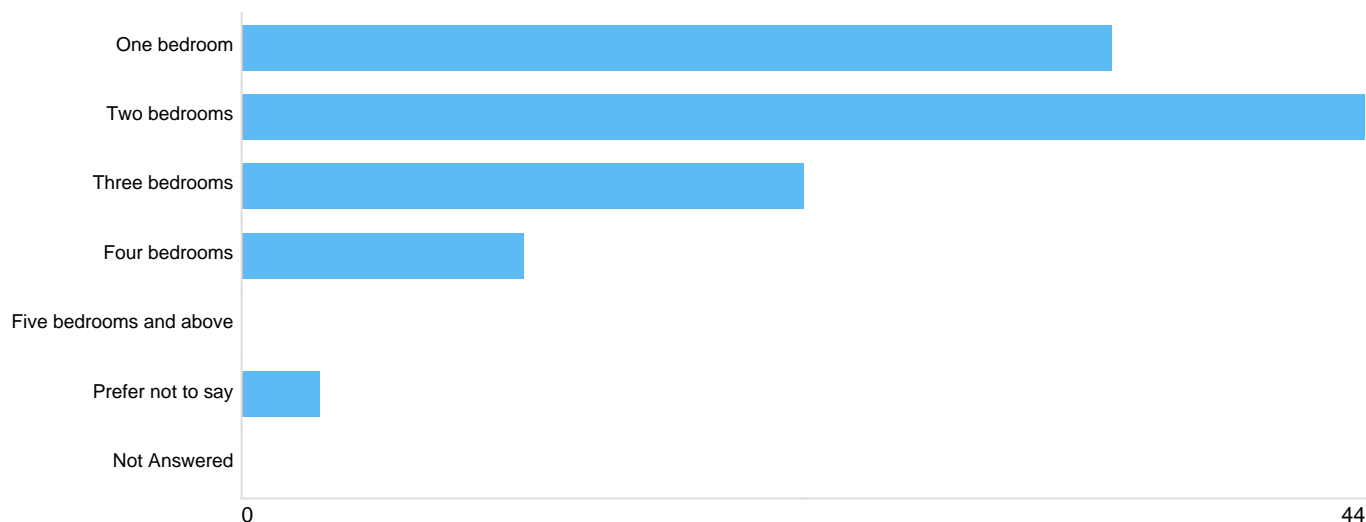
*Time to get housed following registration*



Option	Total	Percent
One week to one month	11	9.65%
Two months to three months	14	12.28%
Four months to five months	4	3.51%
Six months to one year	15	13.16%
More than one year	37	32.46%
Prefer not to say	33	28.95%
Not Answered	0	0.00%

#### Question 4: What size of property did you need when applying?

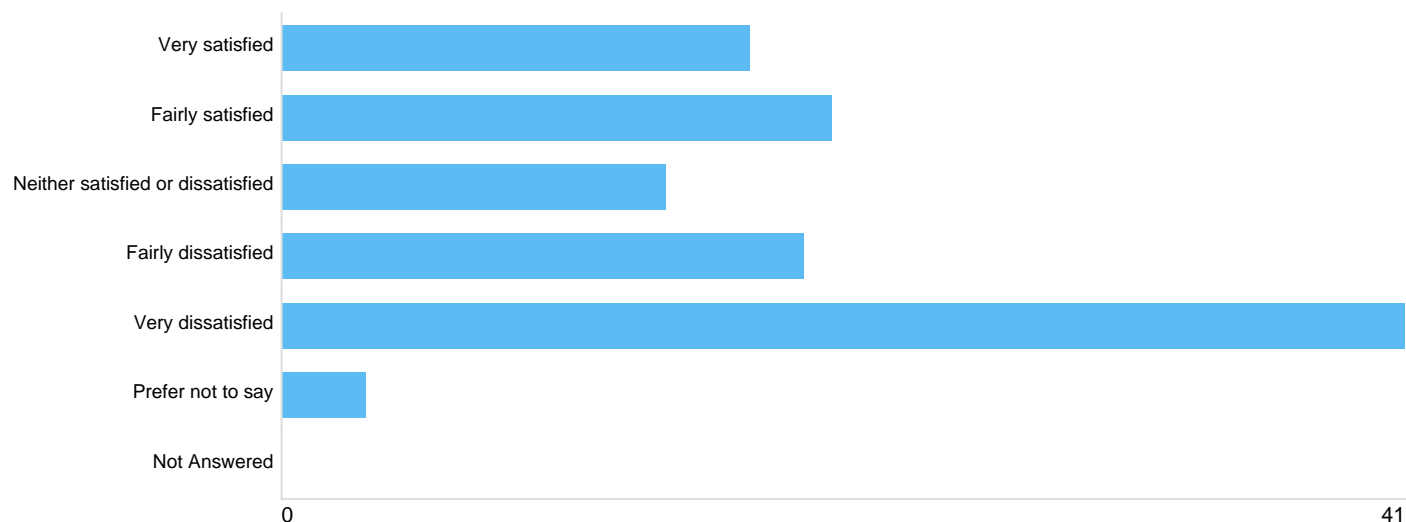
##### Application according to property size need



Option	Total	Percent
One bedroom	34	29.82%
Two bedrooms	44	38.60%
Three bedrooms	22	19.30%
Four bedrooms	11	9.65%
Five bedrooms and above	0	0.00%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

#### Question 5: How satisfied were you with the Select Move process?

##### Satisfaction with the service received



Option	Total	Percent
Very satisfied	17	14.91%
Fairly satisfied	20	17.54%
Neither satisfied or dissatisfied	14	12.28%
Fairly dissatisfied	19	16.67%
Very dissatisfied	41	35.96%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

#### Question 6: Is there anything that Select Move could have done better?

*Please enter your response in the box below:*

There were **96** responses to this part of the question.

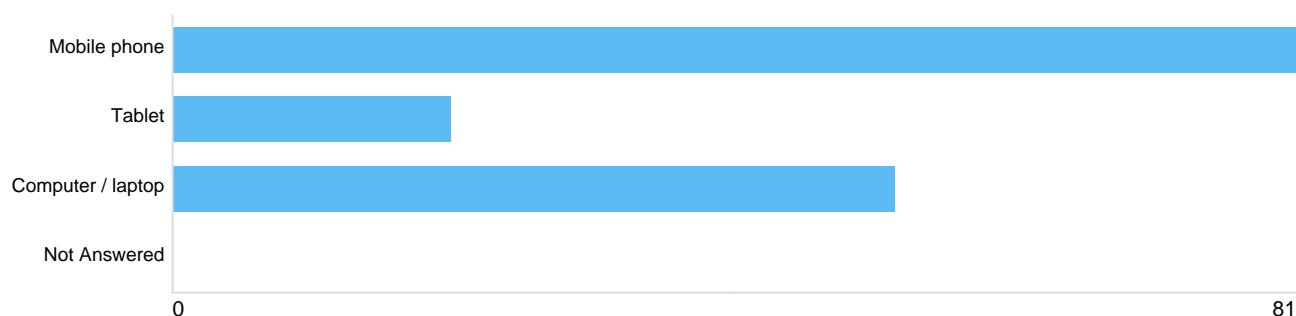
#### Question 7: Is there anything that Select Move did particularly well?

*Please enter your response in the box below:*

There were **74** responses to this part of the question.

#### Question 8: On what digital device did you access Select Move?

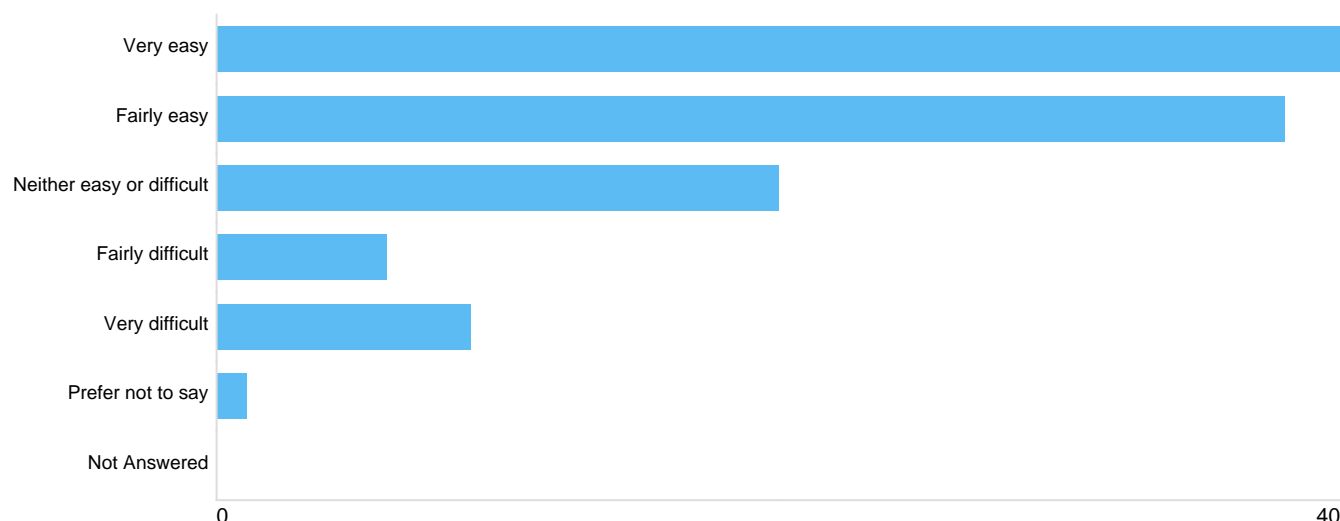
**Access method**



Option	Total	Percent
Mobile phone	81	71.05%
Tablet	20	17.54%
Computer / laptop	52	45.61%
Not Answered	0	0.00%

#### Question 9: How easy did you find the website to navigate?

**Website use**



Option	Total	Percent
Very easy	40	35.09%
Fairly easy	38	33.33%
Neither easy or difficult	20	17.54%
Fairly difficult	6	5.26%
Very difficult	9	7.89%
Prefer not to say	1	0.88%
Not Answered	0	0.00%

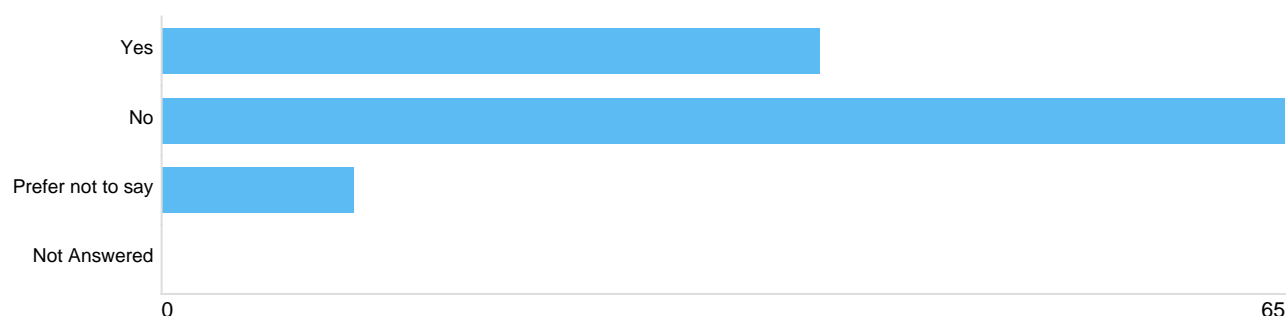
#### Question 10: Are there any areas of the website that could be improved?

*Please enter your response in the box below:*

There were **58** responses to this part of the question.

#### Question 11: Did you require assistance when completing your housing application on SelectMove?

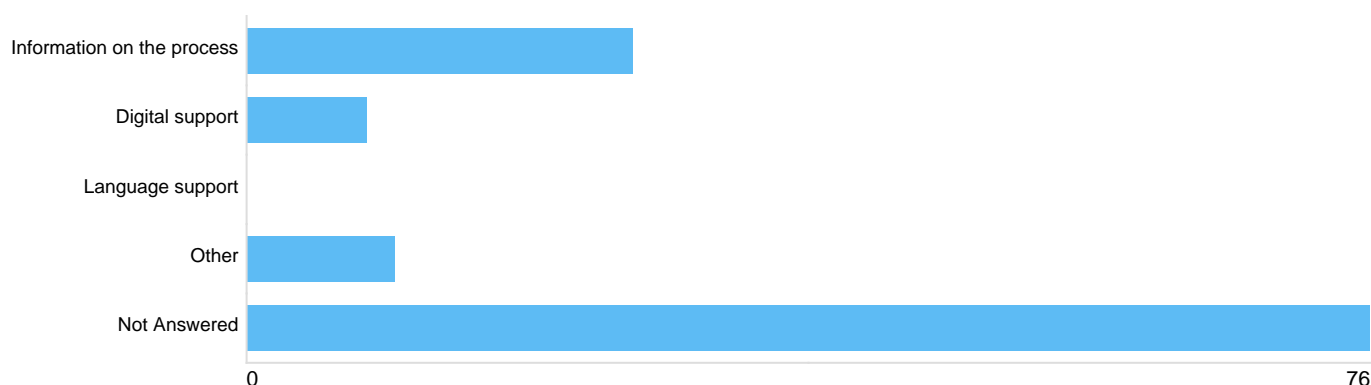
##### Assistance



Option	Total	Percent
Yes	38	33.33%
No	65	57.02%
Prefer not to say	11	9.65%
Not Answered	0	0.00%

#### Question 12: What type of assistance did you require?

##### Support type



Option	Total	Percent
Information on the process	26	22.81%
Digital support	8	7.02%
Language support	0	0.00%
Other	10	8.77%
Not Answered	76	66.67%

*If other, please enter in the box below:*

There were **9** responses to this part of the question.

Question 13: How satisfied were you with the assistance received?

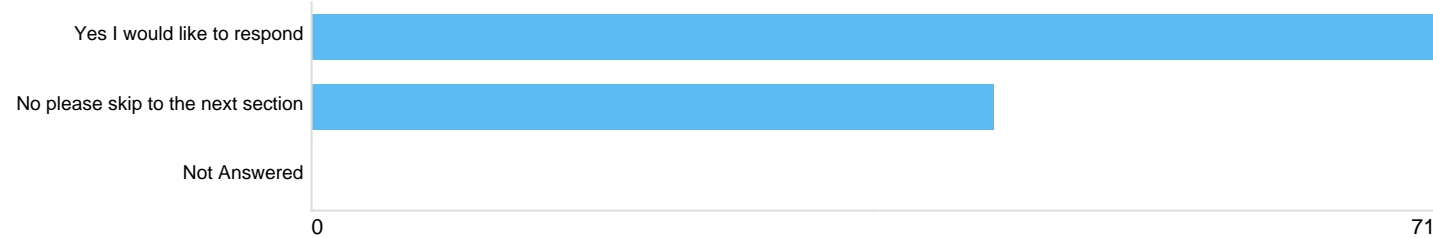
Satisfaction with assistance



Option	Total	Percent
Very satisfied	14	12.28%
Fairly satisfied	6	5.26%
Neither satisfied or dissatisfied	9	7.89%
Fairly dissatisfied	3	2.63%
Very dissatisfied	6	5.26%
Prefer not to say	0	0.00%
Not Answered	76	66.67%

Question 14: Would you like to respond?

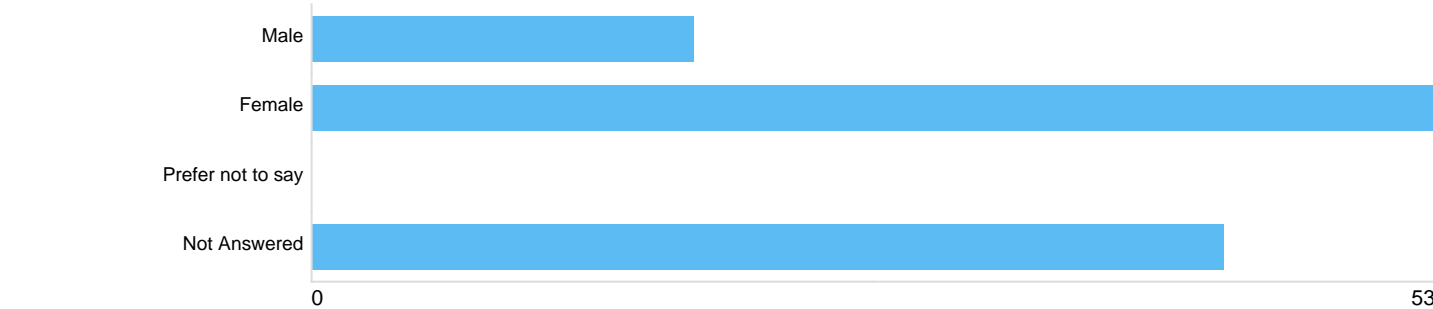
EMQ Response Rate



Option	Total	Percent
Yes I would like to respond	71	62.28%
No please skip to the next section	43	37.72%
Not Answered	0	0.00%

Question 15: Which of the following best describes your gender?

Gender



Option	Total	Percent
Male	18	15.79%
Female	53	46.49%
Prefer not to say	0	0.00%
Not Answered	43	37.72%

#### ***Other gender***

There were **2** responses to this part of the question.

### **Question 16: Does your gender identity match your assigned sex at birth?**

#### ***Gender reassignment***



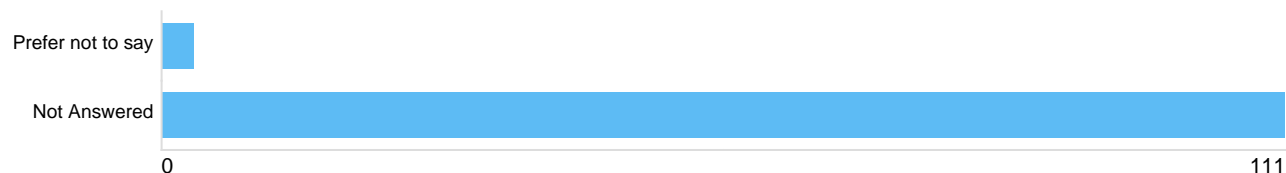
Option	Total	Percent
Yes	67	58.77%
No	2	1.75%
Prefer not to say	2	1.75%
Not Answered	43	37.72%

### **Question 17: What was your age at your last birthday?**

***Please answer in the box provided below:***

There were **68** responses to this part of the question.

#### ***Age***



Option	Total	Percent
Prefer not to say	3	2.63%
Not Answered	111	97.37%

### **Question 18: Do you consider yourself disabled (as defined by the Equality Act 2010 as having a long-standing illness, disability, or infirmity)?**

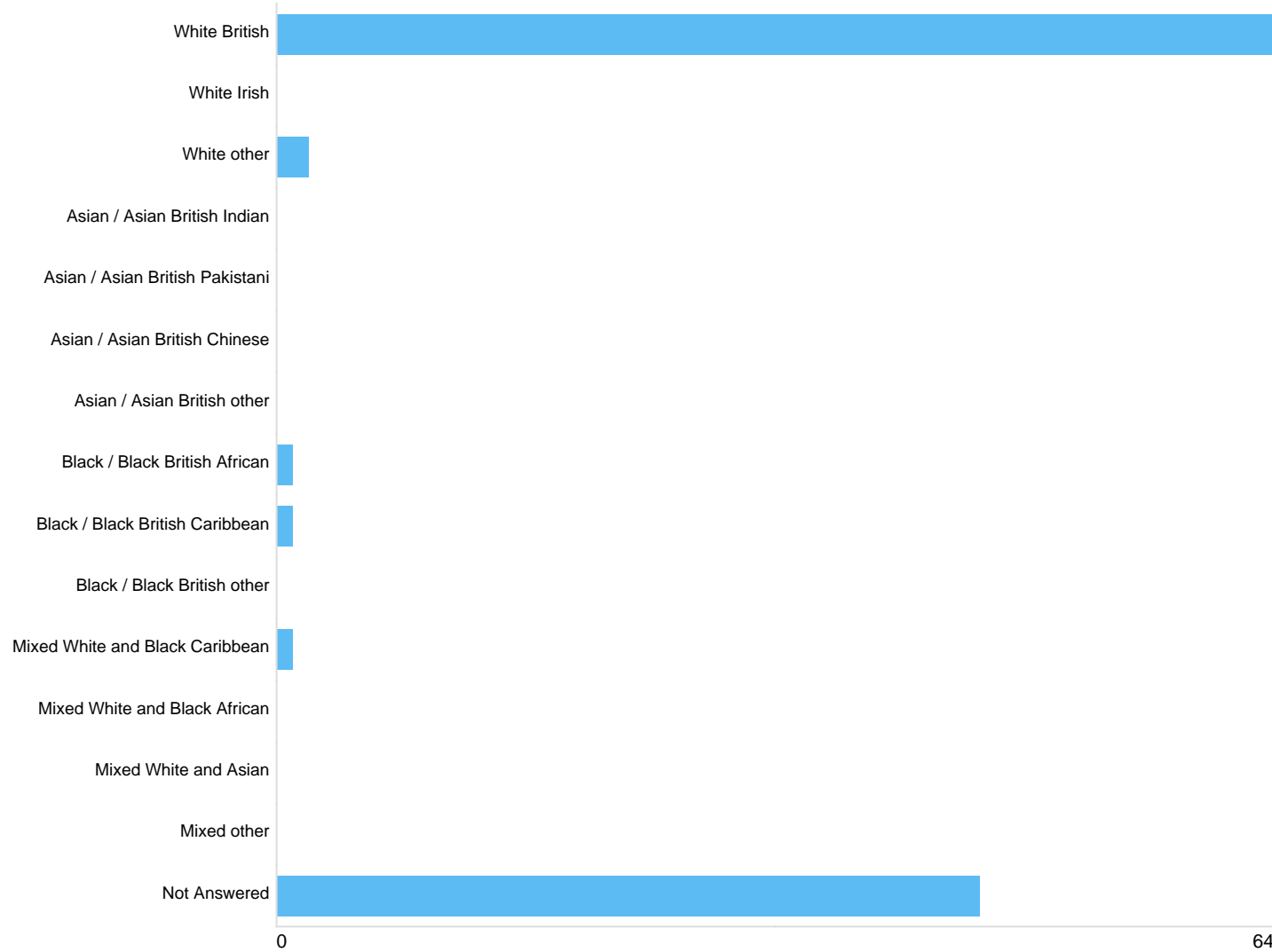
#### ***Disability***



Option	Total	Percent
Yes	27	23.68%
No	39	34.21%
Prefer not to say	5	4.39%
Not Answered	43	37.72%

Question 19: To which of these groups do you consider you belong?

Please select from the options provided below:





Option	Total	Percent
White British	64	56.14%
White Irish	0	0.00%
White other	2	1.75%
Asian / Asian British Indian	0	0.00%
Asian / Asian British Pakistani	0	0.00%
Asian / Asian British Chinese	0	0.00%
Asian / Asian British other	0	0.00%
Black / Black British African	1	0.88%
Black / Black British Caribbean	1	0.88%
Black / Black British other	0	0.00%
Mixed White and Black Caribbean	1	0.88%
Mixed White and Black African	0	0.00%
Mixed White and Asian	0	0.00%
Mixed other	0	0.00%
Not Answered	45	39.47%

***If you belong to any other background, please provide below:***

There were **2** responses to this part of the question.

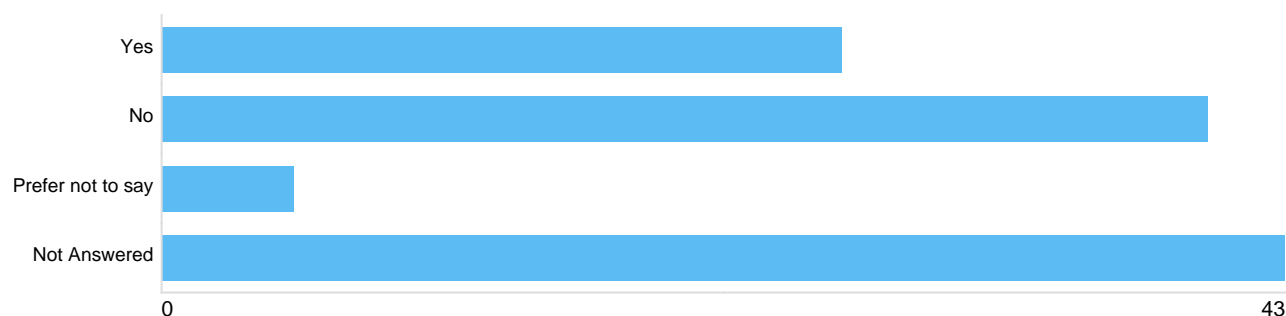
#### ***Ethnicity***



Option	Total	Percent
Prefer not to say	2	1.75%
Not Answered	112	98.25%

**Question 20: Do you identify with any religion or belief?**

#### ***Religion***



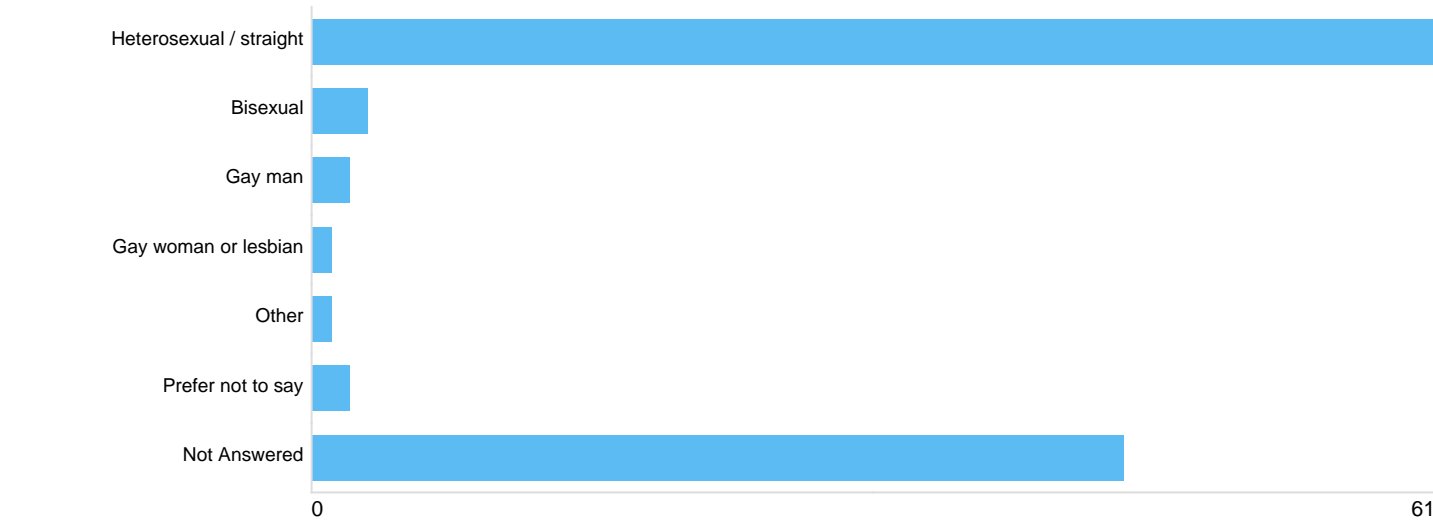
Option	Total	Percent
Yes	26	22.81%
No	40	35.09%
Prefer not to say	5	4.39%
Not Answered	43	37.72%

***If yes, please specify below:***

There were **19** responses to this part of the question.

Question 21: Do you consider yourself to be...?

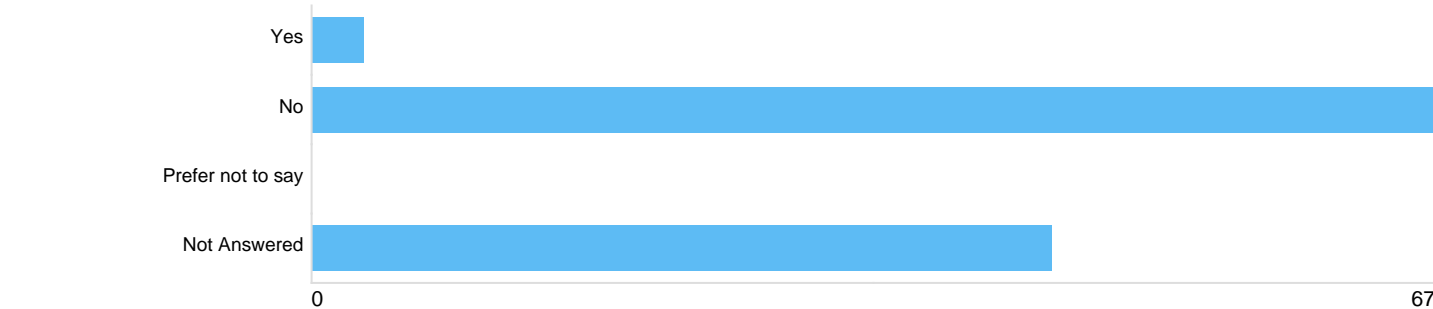
Sexuality



Option	Total	Percent
Heterosexual / straight	61	53.51%
Bisexual	3	2.63%
Gay man	2	1.75%
Gay woman or lesbian	1	0.88%
Other	1	0.88%
Prefer not to say	2	1.75%
Not Answered	44	38.60%

Question 22: Are you currently pregnant or have given birth in the last 26 weeks?

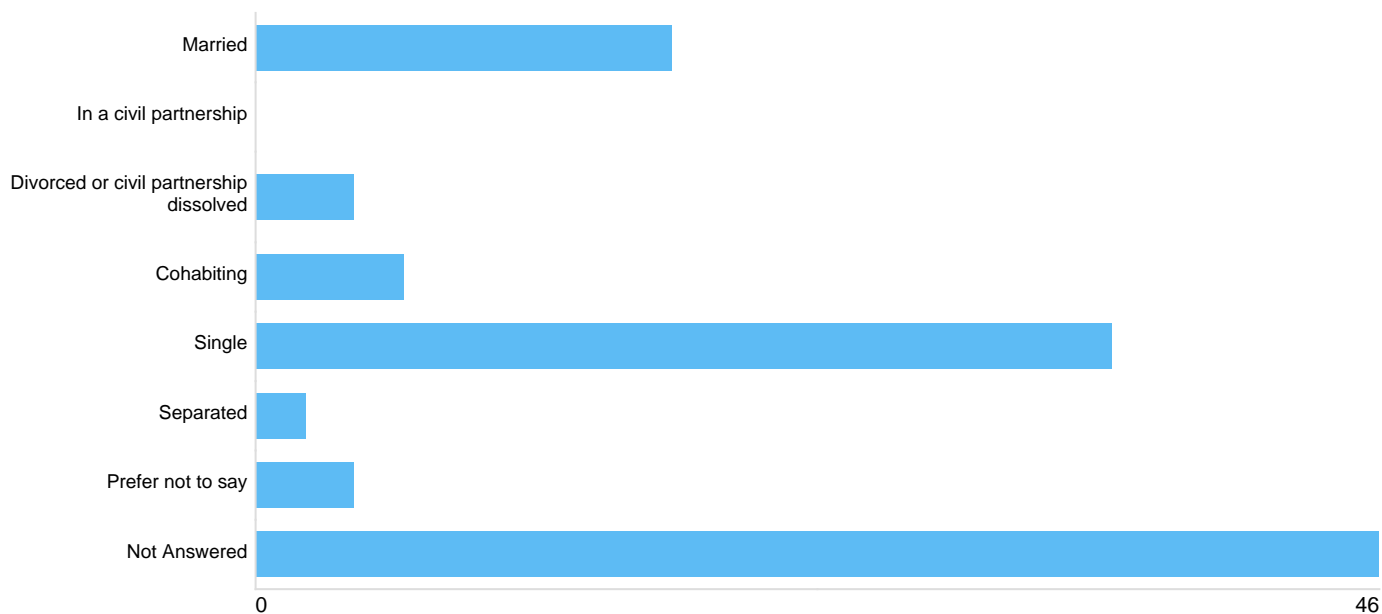
Pregnancy / Maternity



Option	Total	Percent
Yes	3	2.63%
No	67	58.77%
Prefer not to say	0	0.00%
Not Answered	44	38.60%

### Question 23: Are you currently...?

#### Relationship status



Option	Total	Percent
Married	17	14.91%
In a civil partnership	0	0.00%
Divorced or civil partnership dissolved	4	3.51%
Cohabiting	6	5.26%
Single	35	30.70%
Separated	2	1.75%
Prefer not to say	4	3.51%
Not Answered	46	40.35%