

# Flintshire County Council

2022 Survey of Tenants (STAR) report

June 2022

## Arolwg o Denantiaid Survey of Tenants



Produced by  
Saadia Hood and Angus Campbell

Strategic Research and Insight Ltd  
4 Park Court Mews  
Park Place  
Cardiff, Wales  
CF10 3DQ  
Tel: +44 (0)29 2030 3100

[www.strategic-research.co.uk](http://www.strategic-research.co.uk)



Icons made by WANICON, Muhammad Haq, Mohammed Salim from [freeicons.io](http://freeicons.io)  
Icons made by Freepik, Eucalyp, itim2101, Octopocto and AmazingDesign from [flaticon.com](http://flaticon.com)

## 1. Two-minute Summary

---

<b>General overview</b>	<p>This report covers the key findings from the Flintshire STAR (Survey of Tenants and Residents) 2022, carried out among general needs and sheltered tenants. In this section, we summarise the main takeaway points.</p>
<b>Methodology</b>	<p>A mixed-approach was adopted – mainly paper questionnaires with the option to either complete the survey over the phone or online. Pre-notification of the survey and reminders were sent by postcard and contained a QR code and weblink to the survey to encourage early participation.</p>
<b>Response rate</b>	<p>7,102 tenants were approached. At the end of the survey, 1,795 responses were achieved. This response is a good result that had a 25% response rate overall.</p>
<b>Current satisfaction levels</b>	<p>The safety and security of tenants' homes is evidenced by high satisfaction ratings for this metric (81% are satisfied). 80% are satisfied with their neighbourhood as a place to live. Some aspects of the service provided by Flintshire Housing Services experience lower satisfaction. 52% of tenants are satisfied they are listened to, but 27% are dissatisfied, and 22% are undecided.</p> <p>60% are satisfied with the way Flintshire Housing Services deals with repairs and maintenance, whereas 32% are dissatisfied and 8% are on the fence.</p>
<b>General staff perception are friendly and approachable</b>	<p>Tenants feel that Flintshire Housing Services has friendly and approachable staff (81%).</p> <p>58% agreed Flintshire Housing Services has a good reputation in their area. 17% disagreed and 25% were undecided.</p> <p>General needs tenants tend to have higher expectations but lower satisfaction than sheltered tenants.</p> <p>General needs tenants have a less positive perception of Flintshire Housing Services' reputation, with 20% disagreeing they have a good reputation in their area compared to 12% of sheltered tenants. There also appears to be more trust among sheltered tenants – 81% compared to 69% of general needs tenants.</p> <p>Tenants aged between 35-44 are slightly less in agreement with most statements than younger and older tenants.</p>

---

---

**Difficulties tenants are facing in their neighbourhood**

There are high levels of pride among tenants in their homes but lower levels of pride in their neighbourhood. The top three problems are highlighted below. There is some satisfaction with grounds maintenance, but less so with dealing with anti-social behaviour.

**Top three problems (major and minor)**

Car parking (33% major problem; 30% minor problem)

Dog fouling / Dog mess (24% major problem; 31% minor problem)

Rubbish or litter (21% major problem; 36% minor problem)

---

**Lower levels of satisfaction with the repairs and maintenance service**

Repairs and maintenance are high on the agenda.

64% of tenants claimed they had a repair in their home in the last 12 months.

When it came to the lead time before any work could happen, communication, and appointment setting, this seemed to be where the satisfaction levels dropped.

---

**Digital access is an issue for some**

The majority of tenants have access to the internet. However, feeling 'too old' and not knowing how to get online are the main barriers to digital access for some tenants.

However, when it came to signing up to further information and participation there is some interest in getting involved through the *My Account* on the council's website and in receiving email bulletins.

---

<b>Contents</b>	<b>Page</b>
1. Two-minute Summary.....	3
2. Introduction.....	6
3. Survey Reliability.....	8
4. Tenant Profile.....	12
5. Comparison with other landlords.....	15
6. Overall Service.....	19
7. Neighbourhood.....	25
8. Repairs and Maintenance.....	29
9. Value for Money.....	31
10. Your Priorities.....	32
11. Contact.....	33
12. Digital Access.....	36
13. Further Feedback.....	39
14. Conclusion.....	41
Appendix: Cross Tabulations.....	44

## 2. Introduction

### Why has this research been conducted?

Flintshire County Council has one of the highest housing stock levels in Wales. Dedicated to its residents, Flintshire County Council wished to monitor tenants' level of satisfaction with the services they provide and find ways of increasing satisfaction through a survey of tenants in the form of a STAR (Survey of Tenants and Residents).

Strategic Research and Insight (SRI) were commissioned to deliver this survey in partnership with Flintshire County Council.

Housing services range from tenant engagement to neighbourhood upkeep, general repairs / maintenance, and property upgrades (meeting the requirements of the Welsh Housing Quality Standard).

In assessing whether Flintshire County Council are meeting these expectations and have turned lessons learnt into actions for improvement, this survey will be key to providing an update to the last STAR survey previously conducted in 2013.

### HouseMark "seal of approval"



Tenant satisfaction research is an important business intelligence tool that can be used to drive improvement and demonstrate value for money and give insight into how satisfied tenants are with their homes and services.

This report mainly details the results of the 2022 survey of tenants and residents, conducted and analysed by SRI. Where applicable comparisons may have been made to the previous 2013 STAR.

The bilingual survey was conducted in accordance with HouseMark's STAR guidance for measuring satisfaction in the social housing sector.

### How has the research been conducted?

The survey was undertaken with the fieldwork period running from March 2022 until April 2022.

Using a mixed-approach to boost response rates and raise awareness among tenants – the process included postal, telephone, and online surveys.

In the week commencing 7<sup>th</sup> March 2022, all tenants were sent a *pre-notification postcard* informing them of the upcoming survey and providing them with a weblink and QR code to complete the survey online.

A *full postal survey* was distributed to tenants during the week commencing 14<sup>th</sup> March.

Following this, a *telephone survey* was undertaken from the week commencing 21<sup>st</sup> March to boost overall responses.

---

During the fieldwork period, a *postcard reminder* was sent to non-responding tenants in the week commencing 21<sup>st</sup> March that also contained the weblink and QR code.

---

**What does this report cover?**

In the interest of keeping this report accessible to both council staff and members of the public, we focus on the key findings of the results and those illustrated in the cross breaks (further details are available in PDF or Excel files). We also focus on key recommendations for Flintshire Housing Services.

This report covers the following chapter headings:

- Two-minute summary;
- Survey reliability;
- Tenant profile;
- Overall service;
- Neighbourhood;
- Repairs and maintenance;
- Value for money;
- Priorities;
- Contact; and
- Digital Access.

We have also gathered open comments made in the survey to support the quantitative findings where possible.

---

**I'm looking at a percentage – where does this come from?**

All numbers and percentages cited in this report are from the combined surveys. Most of the results are given as percentages, which may not always add up to 100% either because of rounding or multiple-choice questions.

When considering results for subgroups where the sample size is small, such as by certain tenant types or age bands, these results should be viewed with caution and as indicative only.

Where a very small base is involved, we refer to the *number* of tenants rather than the *percentage* of tenants. This is due to the low base as percentages could be misleading and may not be representative.

---

**Combined responses**

To highlight key differences in satisfaction and dissatisfaction, we have combined the ratings for ease of reporting, such as:

- 'Very satisfied' and 'satisfied', 'very dissatisfied' and 'dissatisfied' are combined as:
    - Satisfied and dissatisfied
  - 'Agree strongly' and 'agree', 'Disagree strongly' and 'disagree' are combined as:
    - Agree and disagree
-

## 3. Survey Reliability

### How accurate are the survey results?

HouseMark recommend surveys of under 10,000 population achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. This means that, for example, if 75% of tenants answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond – would be between 71% and 79%.

For this survey a final sample size of 1,795 completed responses was achieved from a total population of 7,102,<sup>1</sup> there is a confidence interval of  $\pm 2\%$  at a 95% confidence level.

This means the response is high enough to conclude that any figures quoted in this report are accurate to within  $\pm 2\%$ , meaning the data are sound and replicable, and the results are accurate. This response is a good result that had a 25% response rate overall.

### Survey distribution and response rate

From a database of 7,102 tenants, all were sent a survey. The final spread of completed surveys by tenant type and area:

Tenant type	Number of tenants	Completed surveys	Response rate	Confidence interval
Sheltered tenant	1,970	638	32%	$\pm 3.2\%$
General needs tenant	5,132	1,102	21%	$\pm 2.6\%$
Unknown	-	55	-	-
<b>Total</b>	<b>7,102</b>	<b>1,795</b>	<b>25%</b>	<b><math>\pm 2.0\%</math></b>

<sup>1</sup> Based on data provided by Flintshire County Council Housing Services

Regional area <sup>2</sup>	LSOA <sup>3</sup> Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
Deeside	Aston	166	46	28%	24%
	Connah's Quay Central	349	86	25%	
	Connah's Quay Golftyn	261	53	20%	
	Connah's Quay South	60	15	25%	
	Connah's Quay Wepre	38	11	29%	
	Mancot	184	56	30%	
	Queensferry	80	29	36%	
	Sealand	259	51	20%	
	Shotton East	37	9	24%	
	Shotton Higher	460	84	18%	
	Shotton West	67	21	31%	
<b>Deeside total</b>		<b>1,961</b>	<b>461</b>		

<sup>2</sup> Regional areas are split as per the information sourced from the [Flintshire County Council website](#)

<sup>3</sup> LSOA stands for [Lower-layer Super Output Area](#) sourced from the [Office for National Statistics](#)

Regional area	LSOA Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
North Flintshire	Bagillt East	84	24	29%	25%
	Bagillt West	147	50	34%	
	Brynford	88	24	27%	
	Caerwys	64	28	44%	
	Ffynnongroyw	82	22	27%	
	Flint Castle	326	100	31%	
	Flint Coleshill	278	50	18%	
	Flint Oakenholt	188	43	23%	
	Flint Trelawny	4	2	50%	
	Greenfield	201	37	18%	
	Gronant	103	29	28%	
	Halkyn	46	16	35%	
	Holywell Central	284	44	15%	
	Holywell East	124	20	16%	
	Holywell West	123	26	21%	
	Mostyn (Flintshire)	215	47	22%	
	Northop	64	35	55%	
	Northop Hall	47	16	34%	
	Trelawnyd and Gwaenysgor	89	25	28%	
	Whitford	12	5	42%	
<b>North Flintshire total</b>		<b>2,569</b>	<b>643</b>		

Regional area	LSOA Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
South Flintshire	Argoed	11	4	36%	26%
	Broughton North East	124	41	33%	
	Broughton South	122	36	30%	
	Buckley Bistre East	164	57	35%	
	Buckley Bistre West	303	80	26%	
	Buckley Mountain	45	8	18%	
	Buckley Pentrobin	110	28	25%	
	Caergwrle	133	30	23%	
	Cilcain	53	24	45%	
	Gwernaffield	38	14	37%	
	Gwernymynydd	50	17	34%	
	Hawarden (inc. Ewloe)	44	5	11%	
	Higher Kinnerton	19	7	37%	
	Hope	51	19	37%	
	Leeswood	99	24	24%	
	Llanfynydd	44	15	34%	
	Mold Broncoed	145	28	19%	
	Mold East	46	13	28%	
	Mold West	304	46	15%	
	New Brighton	38	16	42%	
	Penyffordd	79	31	39%	
	Saltney Mold Junction	158	33	21%	
Saltney Stonebridge	299	68	23%		
Treuddyn	93	23	25%		
<b>South Flintshire total</b>		<b>2,572</b>	<b>667</b>		
	Other areas <sup>4</sup>	-	24	-	
<b>Overall total</b>		<b>7,102</b>	<b>1,771</b>	<b>25%</b>	

<sup>4</sup> These are unknown areas where tenants did not disclose any identifiable information

## 4. Tenant Profile

Outlined in the following tables are the demographic profile of the tenants that completed a survey. Where information was left unanswered this has mostly been removed from these figures, meaning each of the tables may not equate to the total overall sample size – 1,795.

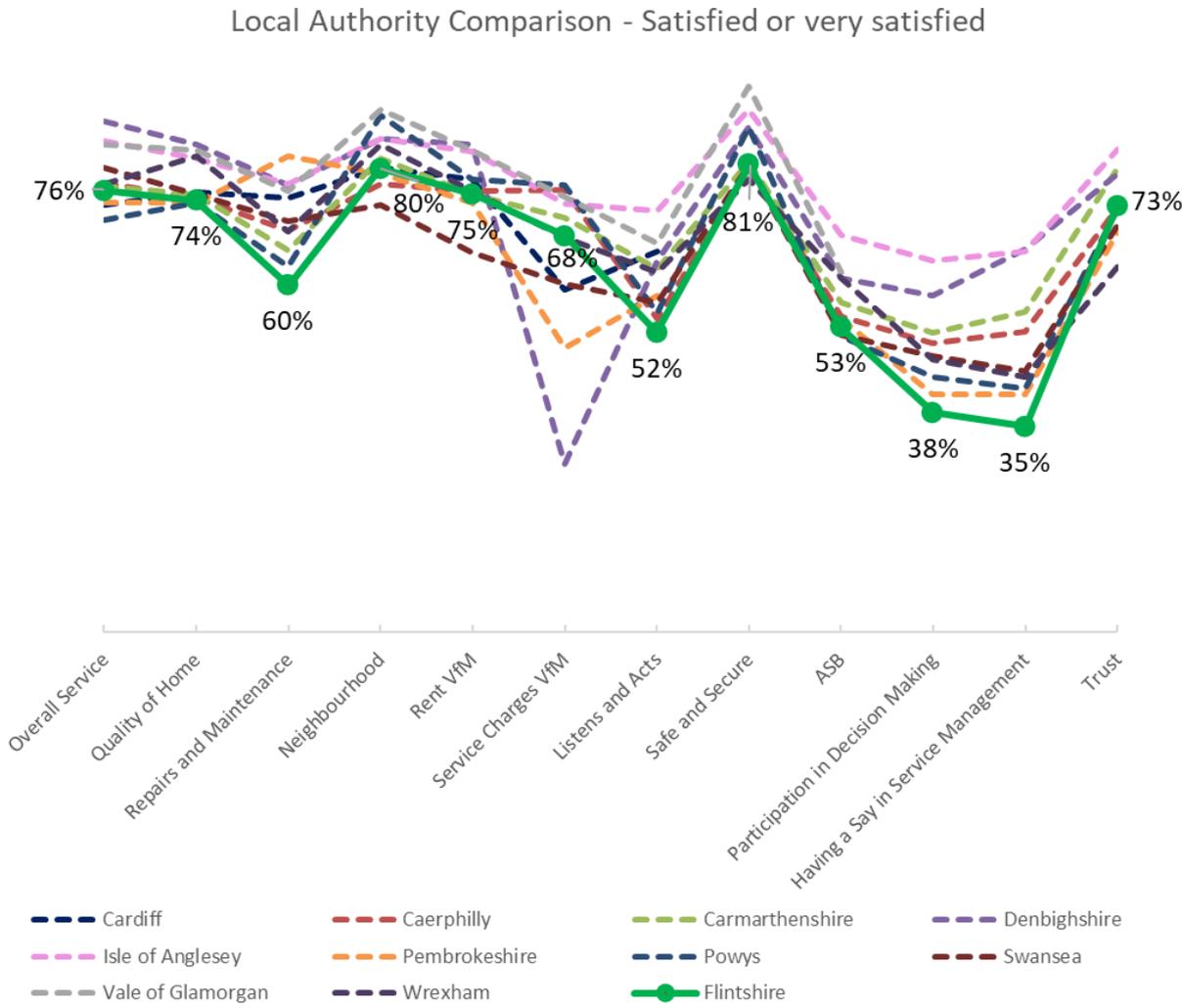
	Demographic profile	Completed surveys	Response rate
	<i>Base</i>	1,795	100%
<b>Age band</b>	18-24	5	0%
	25-34	117	7%
	35-44	166	9%
	45-54	235	13%
	55-64	343	19%
	65-74	445	25%
	75+	449	25%
	Not answered	35	2%
	<i>Base</i>	1,666	100%
<b>Gender</b>	Female	1,097	66%
	Male	562	34%
	Prefer not to say	6	0%
	Prefer to self-describe	1	0%
	<i>Base</i>	1,623	100%
<b>Day-to-day activities limited</b>	Yes, limited a lot	622	38%
	Yes, limited a little	452	28%
	No	549	34%

	Demographic profile	Completed surveys	Response rate
	<i>Base</i>	1,525	100%
<b>Sexual orientation</b>	Heterosexual	1,351	89%
	Gay man	5	0%
	Gay woman	8	1%
	Bisexual	10	1%
	Prefer not to say	132	9%
	In another way	19	1%
		<i>Base</i>	1,659
<b>Ethnicity</b>	White	1,613	97%
	Asian / Asian British	3	0%
	Black / African / Caribbean / Black British	2	0%
	Mixed / multiple ethnic background	8	0%
	Prefer not to say	21	1%
	Other	12	1%
	<i>Base</i>	1,641	100%
<b>Religion</b>	No religion	606	37%
	Christian (all denominations)	952	58%
	Buddhist	2	0%
	Muslim	1	0%
	Jewish	2	0%
	Any other religion	24	1%
	Prefer not to say	54	3%
	<i>Base</i>	1,653	100%
<b>Preferred language</b>	Welsh	36	2%
	English	1,595	96%
	BSL	2	0%
	Prefer not to say	4	0%
	Other	16	1%

	Demographic profile	Completed surveys	Response rate
<b>Tenant type</b>	<i>Base</i>	1,740	100%
	General needs	1,102	63%
	Sheltered tenants	638	37%
<b>Service Charges</b>	<i>Base</i>	1,742	100%
	Yes	509	29%
	No	1,233	71%

## 5. Comparison with other landlords

### Where does Flintshire County Council rank with others?



This chart shows a comparison of various key satisfaction metrics by local authority area, based on the results submitted to Welsh Government by Social Landlords in May 2022.<sup>5</sup>

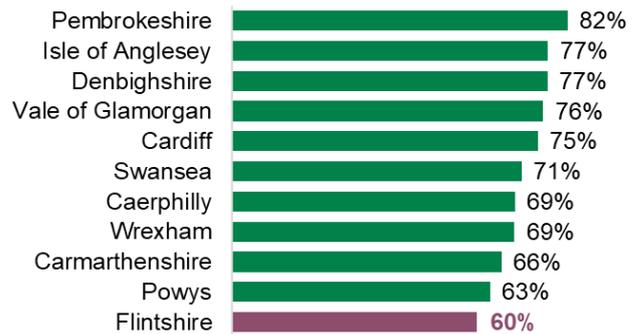
Taking a simple average of these satisfaction scores, Flintshire ranks similarly to the average for the majority of metrics. However, satisfaction is notably lower than average for repairs & maintenance (60% compared to 71% on average), that their views are listened to and acted upon (52% vs 61%), that tenants can participate in the decision-making process (38% vs 49%) and that they have a say in service management (35% vs 50%).

<sup>5</sup> Based on the published data on social landlords: tenant satisfaction survey 2022 via [Welsh Government](#)

### Overall Service

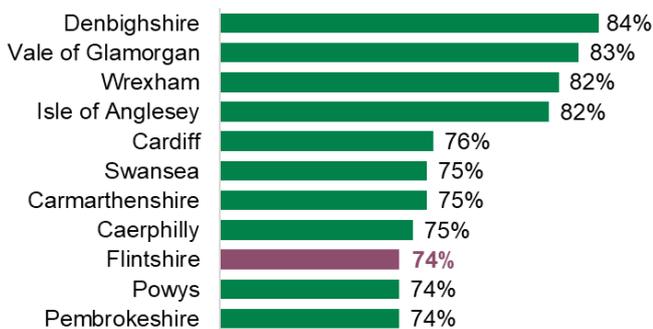


### Repairs and Maintenance



Around three quarters (76%) of Flintshire tenants are satisfied with the overall service they received, compared to 88% in Denbighshire and 71% in Powys. When it came to the repairs and maintenance service specifically, 60% of Flintshire tenants are satisfied with their repairs and maintenance, the lowest of any local authority area which has conducted a recent STAR survey. This compares to highs of 82% in Pembrokeshire.

### Quality of Home

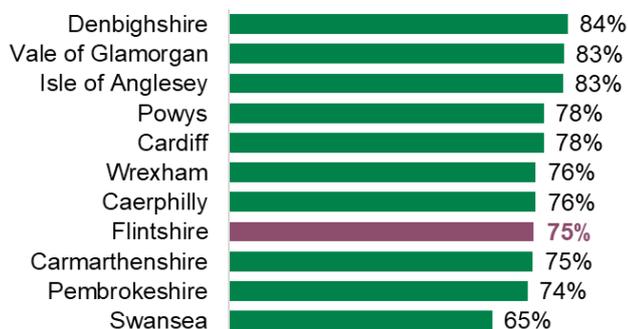


### Neighbourhood

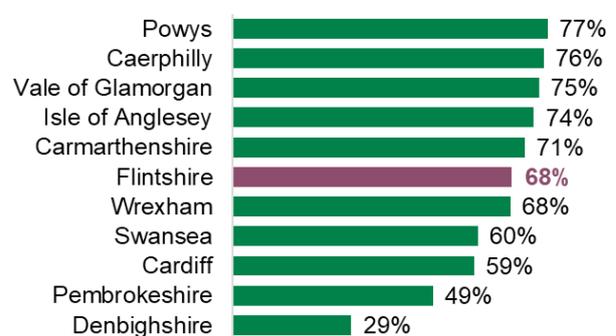


74% are satisfied with the quality of their home, 10% lower than in Denbighshire (84%) and similar to the least satisfied local authority areas – Powys and Pembrokeshire. Perceptions of their neighbourhood as a place to live fared somewhat better. 80% are satisfied, compared to 90% in the Vale of Glamorgan and 74% in Swansea.

### Rent VfM

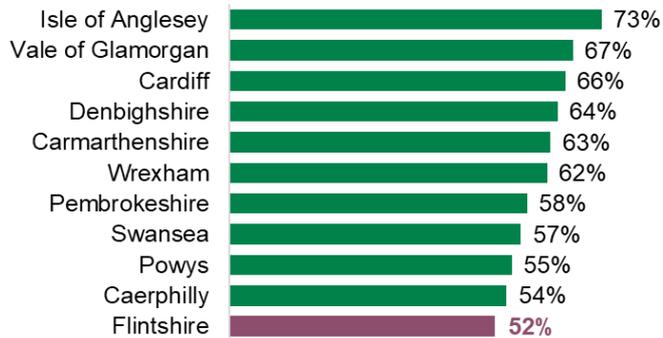


### Service Charges VfM

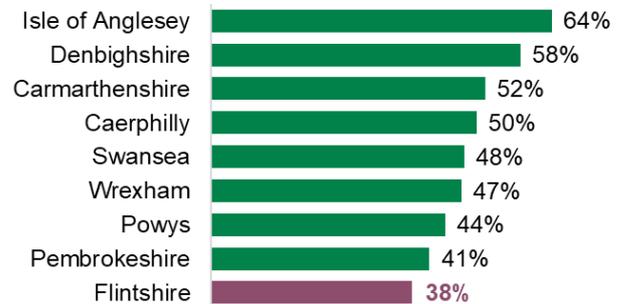


When it came to rent and service charges representing value for money, Flintshire performed close to the middle of the leader board, with three quarters (75%) being satisfied with their rent and more than two thirds (68%) satisfied with their service charges, which generally had lower satisfaction levels across the local authorities.

### Listens and Acts



### Participation in decision making



Satisfaction with the extent to which their social landlord listens to their views and acts upon them was highest in the Isle of Anglesey (73%), but lowest in Flintshire (52%), and similarly Flintshire also performed the lowest in perceptions of tenant participation in decision making (38%).

### ASB

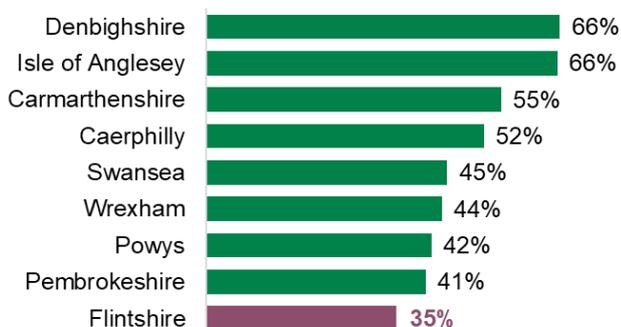


### Safe and Secure

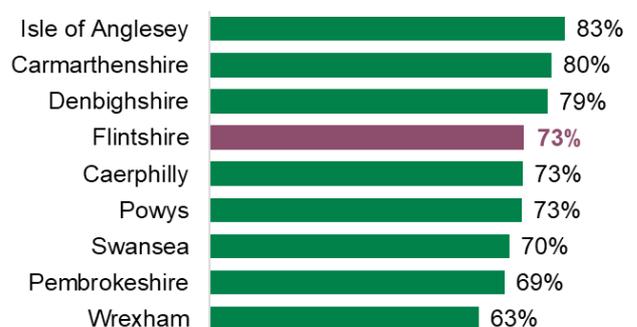


In terms of how well Flintshire deals with anti-social behaviour (ASB), 53% of tenants are satisfied, this is a similar proportion to Caerphilly, Pembrokeshire, Swansea and Powys. 81% agree that their homes are safe and secure, compared to the majority of tenants in the Vale of Glamorgan (94%), and 78% in Wrexham.

### Having a say in service management



### Trust



Flintshire had the lowest level of satisfaction in the key performance indicator on tenant engagement – *having a say in service management*. 35% of Flintshire tenants are satisfied with this, compared to two thirds of tenants in both Denbighshire and the Isle of Anglesey. Nevertheless, when asked whether they agreed that they trust their landlord, Flintshire ranks 4th in this list. Almost three quarters (73%) agree, compared to 83% in the Isle of Anglesey and 63% in Wrexham.

## 6. Overall Service

The following sections look at the results from the survey based on the views of all tenants of Flintshire County Council who were surveyed (general needs and sheltered tenants).

This section examines the overall rating for services of Flintshire County Council and is often seen as a headline figure in any survey. The findings are also analysed by different subgroups based on area, tenant type, and tenant diversity. No comparisons to the 2013 STAR have been made here due to the amount of time that has elapsed since the last STAR survey.

### What are the tenant satisfaction levels now?



Variable base: 1,502 – 1,699

## Top levels of satisfaction with safety/security, and neighbourhood as a place to live

Social landlords have a key role to play in supporting their residents to feel safe in their homes. For residents, knowing you live in a safe, secure building is of paramount importance for both physical safety and mental health.<sup>6</sup>

When it comes to the safety and security of a tenant's home this is evidenced by high satisfaction ratings, with 81% satisfied. Next, the survey asked about the neighbourhood as a place to live, with 80% satisfied with their neighbourhood.

On the other hand, some aspects of the service provided by Flintshire Housing Services experience lower satisfaction. When it comes to tenants' *views being listened to and acted upon*, around half (52%) of tenants are satisfied, while 27% are dissatisfied, and 22% are undecided. When asked about *the way Flintshire Housing Services deals with repairs and maintenance*, satisfaction is at 60%, whereas 32% are dissatisfied and 8% are on the fence.

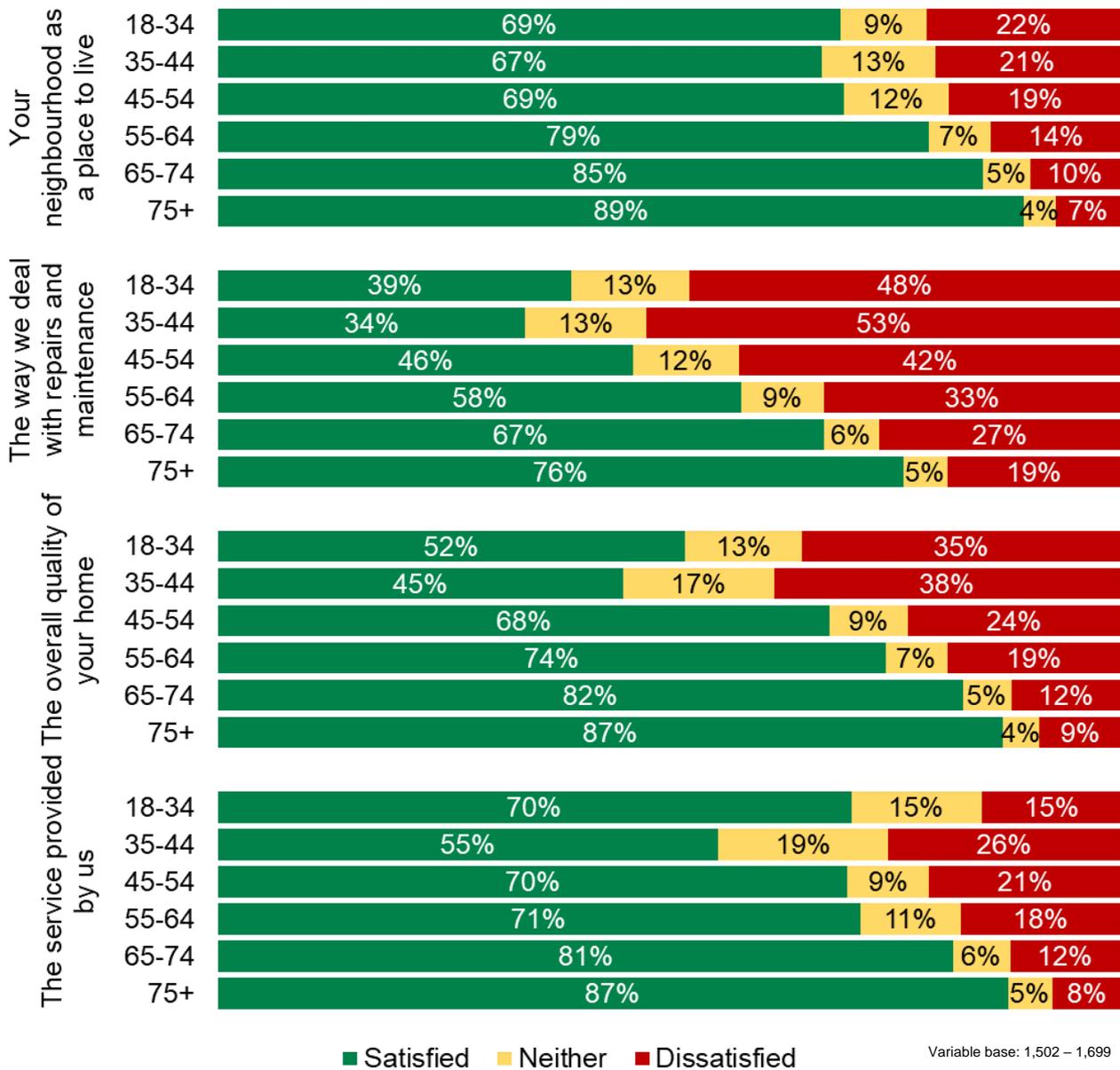
The survey has found that sheltered tenants are usually more satisfied than general needs tenants; this is true for 84% of sheltered tenants who claimed to be satisfied with the service provided by Flintshire Housing Services compared with 72% of general needs.

The highest levels of dissatisfaction from some tenants tend to be around *the way Flintshire Housing Services deals with repairs and maintenance*. This is more apparent with general needs tenants (38%) compared to those in sheltered properties (21%).

---

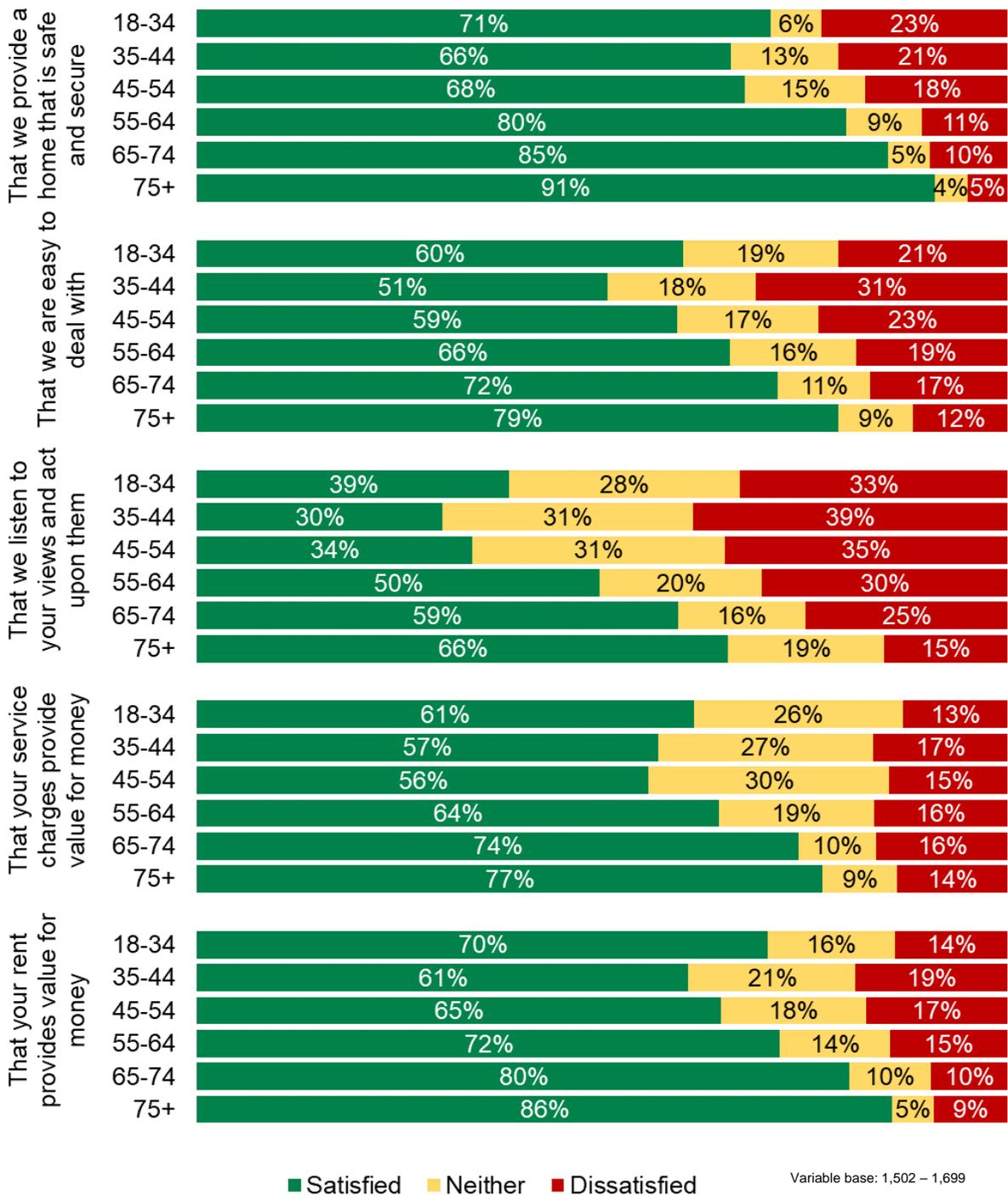
<sup>6</sup> [Social Housing White Paper](#)

**Q1. "Taking everything into account, how satisfied or dissatisfied are you with the following provided by Flintshire Housing Services?"**



Analysis by age also found that older tenants are far more satisfied with their neighbourhood when compared with younger tenants. Dissatisfaction with *the way repairs and maintenance is dealt with* appears higher among those aged between 18-44.

**Q1 cont... "Taking everything into account, how satisfied or dissatisfied are you with the following provided by Flintshire Housing Services?"**

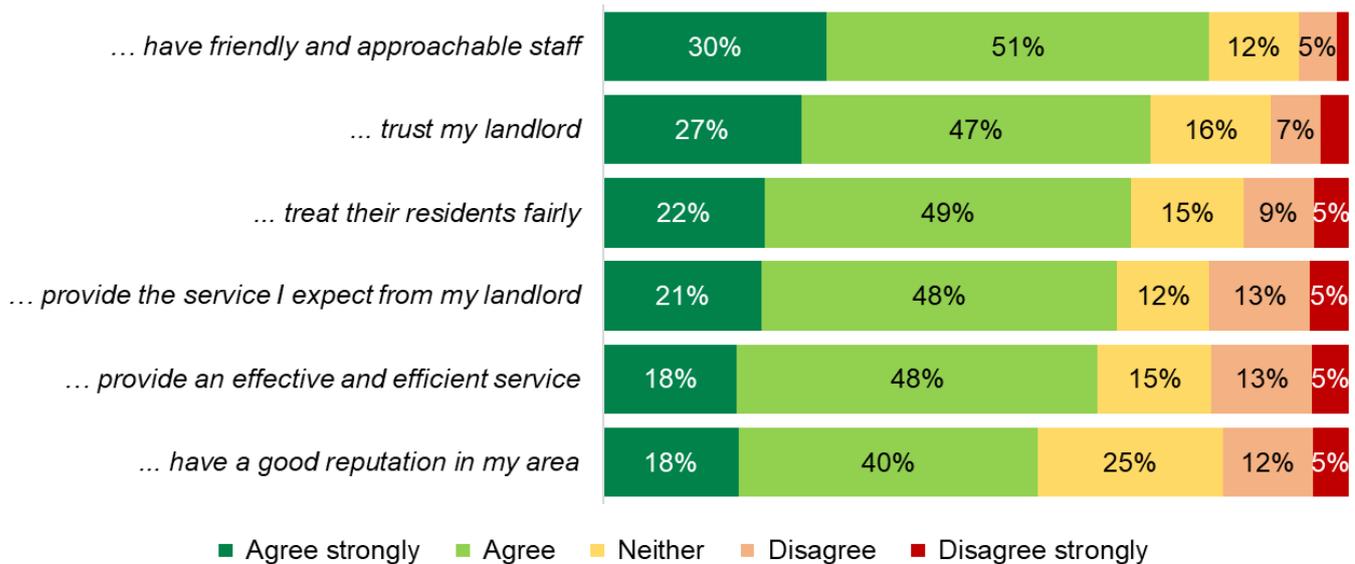


Younger tenants (aged 18-24) are noticeably less satisfied with *the service charge* (61%) compared with residents aged 75 and over (77%). Similarly, this is evident in whether their *rent is providing value for money*, where those aged 35-44 are considerably less satisfied (61%) compared with tenants aged 75 and over (86%).

Half (52%) of tenants are satisfied that Flintshire Housing Services *listens to their views and acts upon* them. However, analysis by age shows there is a sizeable proportion of tenants across most ages who are dissatisfied, with the exception of older tenants aged 75 and over.

## Staff are perceived as friendly and approachable

Q2. "To what extent do you agree or disagree with the following statements about Flintshire Housing Services?"



Variable base: 1,689 – 1,698

Several statements were provided to tenants where they needed to rate to what extent they agreed or disagreed with each, the survey found:

- **81%** agreed that Flintshire Housing Services have friendly and approachable staff
- **73%** agreed that they could trust Flintshire Housing Services
- **71%** agreed that Flintshire Housing Services treats them fairly
- **69%** felt that Flintshire Housing Services provides a service that is in-line with their expectations
- **66%** felt the service is effective and efficient
- **58%** agreed that Flintshire Housing Services has a good reputation in their area

Results have shown tenants feel they have *friendly and approachable staff* in Flintshire Housing Services, with the majority (81%) of tenants agreeing with this.

In other statements, the lowest level of agreement appears to show that 58% agreed that Flintshire Housing Services *has a good reputation in their area*, 17% disagreed but 25% claimed to be undecided.

Analysis by tenant type found that general needs tenants have higher expectations but lower satisfaction. 80% of sheltered tenants agreed that Flintshire Housing

*Services provides a service that is in line with their expectations*, compared with 63% of general needs tenants agreeing to this statement.

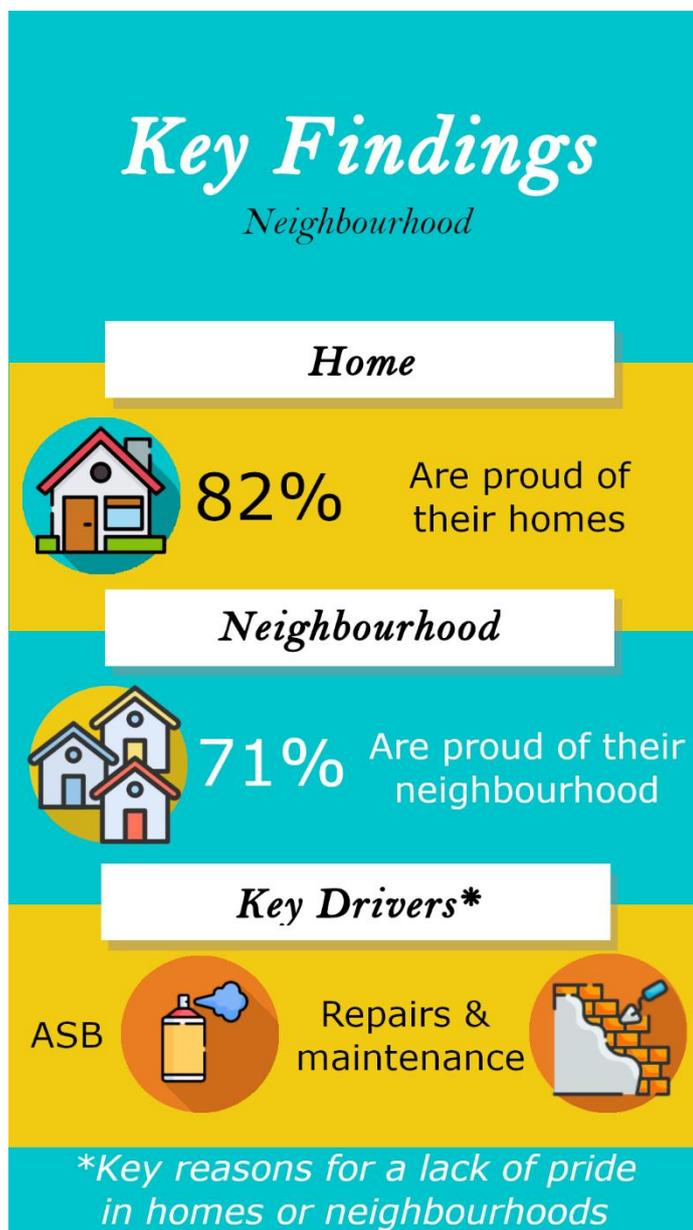
However, general needs tenants have a less positive perception of Flintshire Housing Services' reputation, with a fifth (20%) disagreeing that Flintshire Housing Services *has a good reputation in their area* compared to 12% of sheltered tenants. 81% of sheltered tenants agreed they *trust their landlord* compared to 69% of general needs tenants who agreed with this statement.

Analysis by age also found that tenants aged between 35-44 are slightly less in agreeance with most of the statements than younger and older tenants.

## 7. Neighbourhood

This chapter examines tenants' views of their neighbourhood, in terms of whether it is a good place to live. Flintshire County Council wish to understand tenants' perceptions of their community in order to address and improve these areas.

### What difficulties do tenants face in their neighbourhood?



Variable base: 1,684 – 1,710

## High levels of pride in tenants' homes

Tenants may be *proud of their home* (82%) but slightly fewer agreed that they are *proud of their neighbourhood*. Around three in four (71%) agreed they are *proud of their neighbourhood*, 15% disagreed and 15% remained on the fence.

The majority (90%) of sheltered tenants agreed with the statement *I am proud of my home* compared with general needs (78%). Similarly, 80% of sheltered tenants agreed they are *proud of their neighbourhood* compared with 66% of general needs tenants.

Analysis by age found that older tenants generally agreed (91% of those aged 75 and over) they are *proud of their home* compared to the younger tenants, who were more likely to disagree with the statement (21% of those aged 18-34 disagreed).

## Lower levels of pride in their neighbourhood

At the start of the survey, the majority (80%) of tenants claimed to be satisfied with their *neighbourhood as a place to live* but whether they took pride in it is another matter. Several factors contribute to a lack of pride in their home or neighbourhood, such as:

- The amount of anti-social behaviour (45%)
- Repairs and maintenance (41%)
- A lack of support from Flintshire Housing Services (11%)
- Upkeep of communal areas / cleanliness / dog mess (9%)
- Transport / parking (6%)
- Financial issues (1%)
- Other – general complaints (14%)

*“My neighbourhood is always messy.”*

*“Too rough an area. Druggies.”*

*“The area I'm living in was renovated... They have brushed over work they were supposed to do.”*

*“There is no adequate car parking facilities, turning your car around is a nightmare at times.”*

*“We have a lot of police come out to the neighbours.”*

Tenants were given the opportunity to highlight problem areas from a given list. As this was a pre-coded list, around one in three appear to have a problem in their neighbourhood. The top three problem areas are:

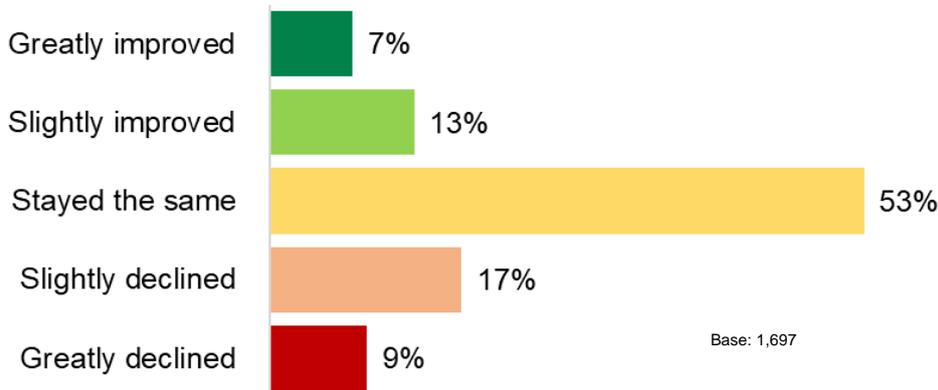
### Top three problems (major and minor)

Car parking (33% major problem; 30% minor problem)

Dog fouling / Dog mess (24% major problem; 31% minor problem)

Rubbish or litter (21% major problem; 36% minor problem)

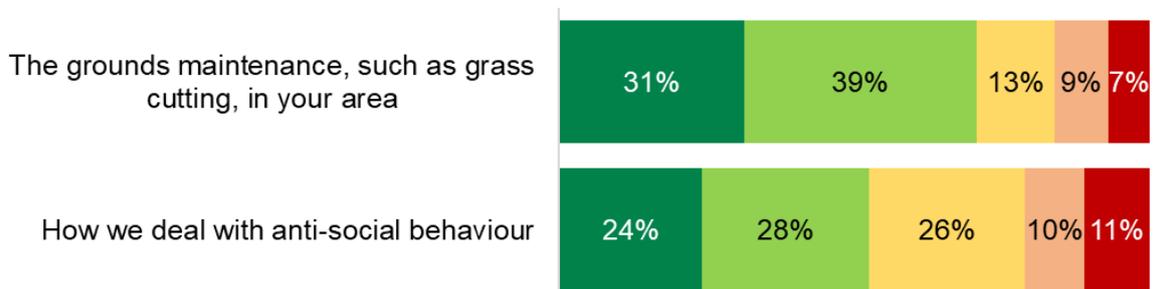
**Q6. "In the last three years, would you say your neighbourhood has improved or declined?"**



**Neighbourhoods remain constant**

With Covid dominating lives for the past two years, tenants were asked if they had seen an improvement or decline in the last three years in their neighbourhood. Tenants have the same view when compared to the previous STAR survey in 2013, with around half (53%) stating their neighbourhood has stayed the same (54% in 2013).

**Q7. "How satisfied or dissatisfied are you with the following?"**



■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied

Variable base: 1,231 – 1,581

**Some satisfaction with grounds maintenance, less so with dealing with ASB**

Around half (53%) of tenants are satisfied with how anti-social behaviour (ASB) is handled but a quarter (26%) are undecided and a fifth (21%) are dissatisfied with *how Flintshire Housing Services deals with ASB*.

By contrast, around three in four tenants (70%) are satisfied with *the grounds maintenance* of communal areas (for instance the upkeep of hedges, trees, and grass cutting). There is a higher level of satisfaction among older tenants (aged 75 and over) compared with younger tenants.

Around two thirds (63%) of the sheltered tenants are satisfied with how Flintshire Housing Services *deals with ASB*. Slightly fewer general needs tenants are satisfied (47%), and a three in ten (30%) of general needs tenants are not sure.

Analysing the results by age has found that there is lower satisfaction (34%) among those aged 35-44 when it comes to *Flintshire Housing Services dealing with ASB*. 36% of tenants in this age group are dissatisfied with *how ASB is dealt with* whereas the remainder (30%) remain uncertain.

## 8. Repairs and Maintenance

In any customer survey, it is often apparent that satisfaction with the repairs and maintenance service is the most important factor in determining tenants' overall satisfaction. This section looks at satisfaction with this key service at Flintshire Housing Services.

### Are tenants satisfied with the repairs and maintenance service?



Variable base: 986 – 1,581

## Repairs and maintenance are high on the agenda

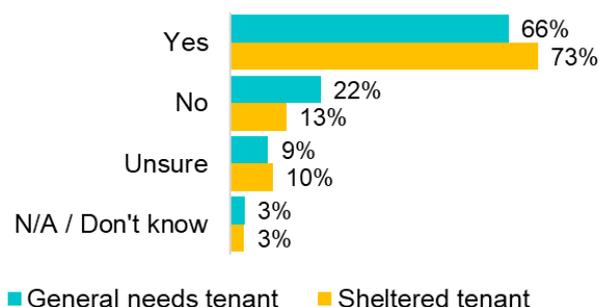
64% of tenants claimed they had a repair in their home in the last 12 months. The majority (90%) of tenants said they were satisfied with *the attitude of workers*. The work itself also had high levels of satisfaction:

- *Keeping dirt and mess to a minimum* (86%)
- *The overall quality of work* (83%)
- *Repairs service you received on this occasion* (81%)
- *Contractors doing the job you expected* (80%)

But when it came to the lead time before any work could happen, communication, and appointment setting, this seemed to be where the satisfaction levels dropped:

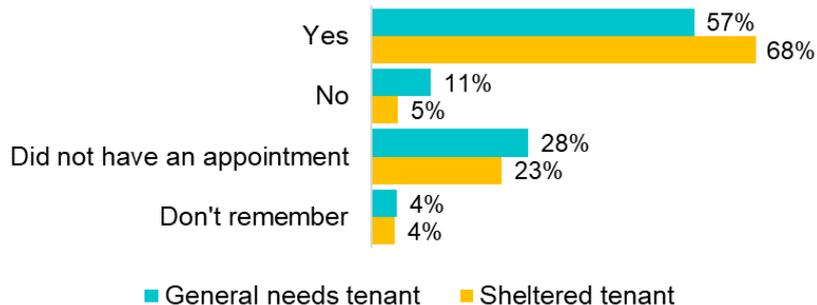
- *Being told when workers would call* (66%)
- *Being able to make an appointment* (63%)
- *Time taken before work started* (61%)

Q10. "If you've had repairs in the last 12 months, did the contractor show proof of identity?"



Base: 1,051

Q11. "If you had an appointment for this repair, was it kept?"



Base: 1,041

Three quarters (73%) of sheltered tenants claimed to recall contractors showing their identification compared to 66% of general needs. A fifth (22%) of general needs tenants claimed they were not shown any proof of identity.

Of those who had a repair, sheltered tenants mostly claim their appointment time was kept (68%) compared to 57% of general needs tenants. One in ten (11%) general needs tenants stated their appointment time was not kept whereas only 5% of sheltered tenants claimed this to be the case.

Analysis by area shows that those in North Flintshire appear to have more contractors showing proof of identity with 76% of tenants in this region stating this. The area where tenants live appears to make very little difference when it comes to keeping to scheduled appointments.

## 9. Value for Money

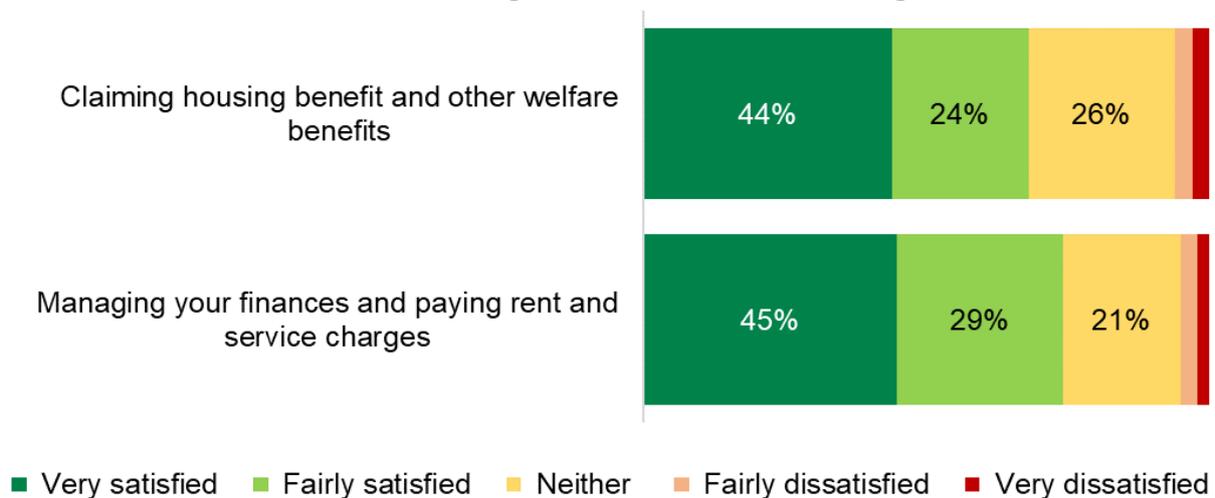
This section looks at the questions asked about their tenancy agreement, the advice and support tenants have received about their rent and income, and their level of satisfaction around any problems in paying rent.

### How satisfied are tenants with the advice and support from Flintshire Housing Services?

#### The majority of tenants know their responsibilities

The majority (92%) of tenants are aware of their rights and obligations as tenants but there are some (7% - 111 tenants) that are unsure of their responsibilities under their tenancy agreement. Most tenants (54 tenants) that are uncertain fall in the south Flintshire region, but there are 37 tenants in north Flintshire and the remainder in Deeside that are also unclear of their tenancy agreement.

#### Q13. "Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Flintshire Housing Services with the following?"



Variable base: 1,634 – 1,650

#### Advice and support from Flintshire Housing Services satisfy many tenants

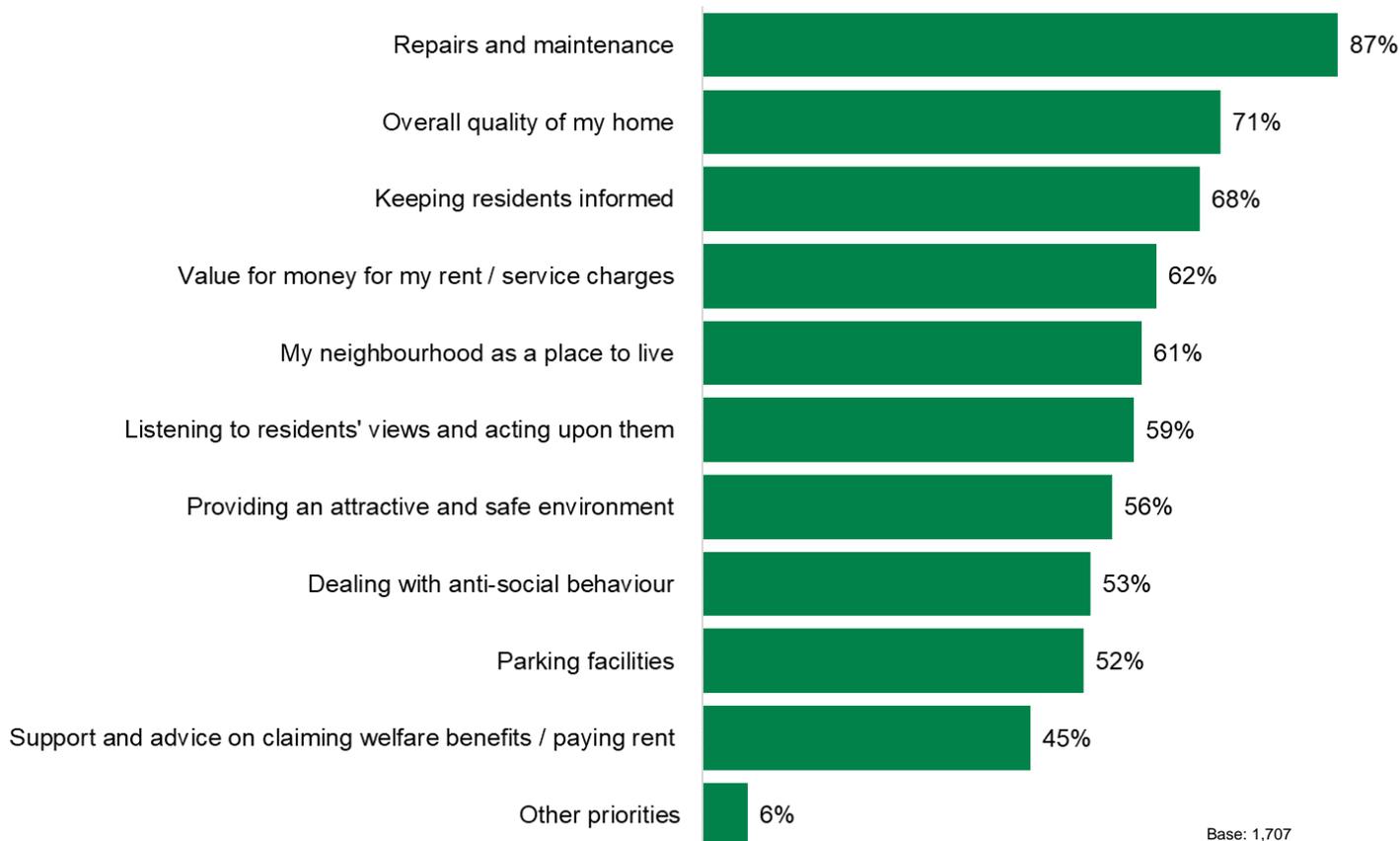
Tenants are generally satisfied with the advice and support they get from Flintshire Housing Services regarding their benefits or financial situation.

Tenants were asked if they had sought help because they have been facing financial difficulty. 280 tenants had done so, and the majority (83%) of these tenants have been satisfied with the help and advice they have had from Flintshire Housing Services. Only 10% (26 tenants) claim to be dissatisfied. Highest levels of satisfaction feature in the north of Flintshire (89%) and Deeside (90%).

## 10. Your Priorities

In this section, a list of main priority areas was given to tenants to state whether they consider them to be priorities. This section examines the priorities further, and tenant diversity in these areas.

**Q16. "Which of the following would you consider to be priorities?"**



### Repairs and maintenance are top of the list

Repairs and maintenance is seen as a priority for the majority (87%) of tenants.

The results have been examined in further detail by area, tenant type and age to understand if there is a difference in priorities based on tenants' characteristics and locality.

Analysis by area highlighted repairs and maintenance is higher as a priority among those living in the Deeside region (92%). The type of tenancy makes no substantial difference, as both general needs and sheltered tenants highlight repairs and maintenance as a key priority for them (86% and 88% respectively).

Analysis by age found that younger tenants (93% of those aged 18-34) saw repairs and maintenance as more of a priority than older tenants.

# 11. Contact

Social landlords tend to put a lot of time and resources into ensuring that they have effective and clear communication channels in place with their tenants. This is an area that Flintshire Housing Services aims to improve upon by ensuring information given out to tenants is clear and easy to understand. In this section, we cite the verbatim feedback from tenants as well as their interest in tenant involvement.

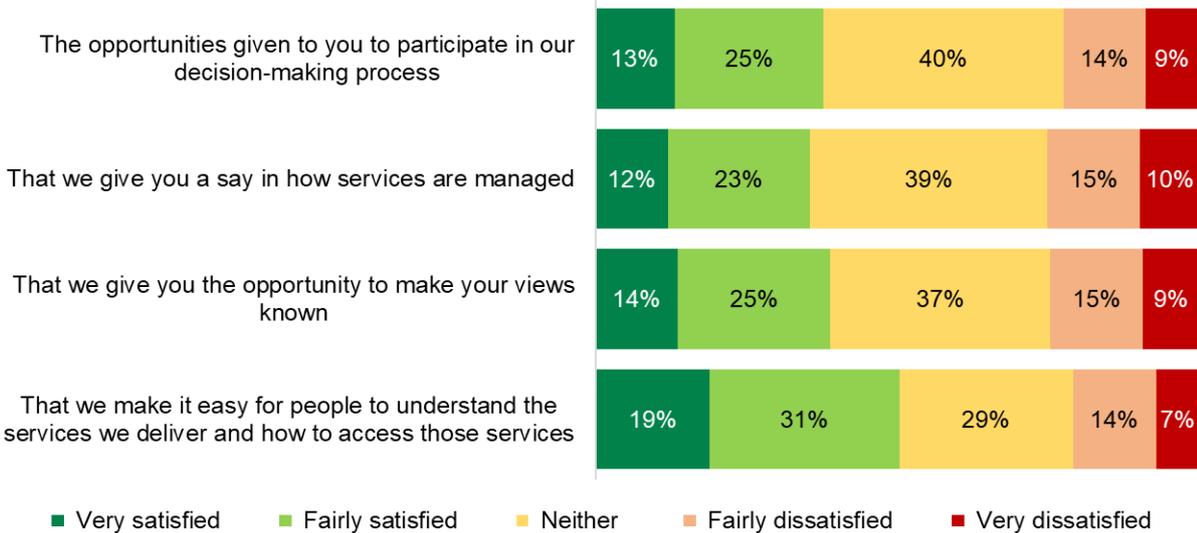
## Are tenants happy with the level of involvement from Flintshire Housing Services?

### Two-thirds are generally happy with the final outcome of a query

Those who have made some contact with Flintshire Housing Services in the last 12 months feel generally satisfied with the level of engagement. Around three quarters (72%) are satisfied with staff capabilities to *deal with tenant queries quickly and efficiently*. Whereas two-thirds (64%) are satisfied with the *final outcome*.

However, there are areas of higher dissatisfaction, with 18% of tenants reporting to be dissatisfied with *the ability of staff to deal with tenant queries quickly and efficiently*, and for 23% of tenants, *the final outcome of their query* is not agreeable.

Q19. "How satisfied or dissatisfied are you with the following from Flintshire Housing Services?"



Variable base: 1,642 – 1,650

### Tenants are neither satisfied nor dissatisfied with the level of contact

When tenants were asked to rate their level of satisfaction with various aspects of contact with Flintshire Housing Services, results were mixed.

For instance, half (50%) of tenants report they are satisfied that Flintshire Housing Services *makes it easy for people to understand the services they deliver and how to access those services*, 29% claimed to be on the fence and a fifth (21%) are dissatisfied with the level of ease to access the services.

More than a third (37%) gave a neutral response when asked whether they are satisfied that *Flintshire Housing Services gives them the opportunity to make their views known*. Similarly, *participation in Flintshire Housing Services' decision-making process* has slightly more (40%) tenants remaining neutral, and so does giving tenants an opportunity in *how services are managed*, with 39% of tenants saying neither.

### **Some interest in tenant involvement**

15% of tenants have shown interest in getting more involved in helping Flintshire Housing Services improve the services they offer to all tenants, and they would ideally like to be contacted through standard channels – *email* (62%), *telephone* (45%), *in writing* (37%), *text message* (29%), or through a *newsletter* (24%).

Others have highlighted a more in-person approach; 39% would appreciate a *visit to their homes by staff*, *public meetings* (29%), or perhaps a *visit to Flintshire Housing Services offices* (19%).

## Where else could Flintshire Housing Services improve?

**Q22. "What service areas are you interested in helping us to improve?"**



### Key service areas of interest

One of the main service areas that tenants want to improve is the *repairs* (64%). In keeping within the same field – *major property improvement work* is also near the top of the wish list (51%).

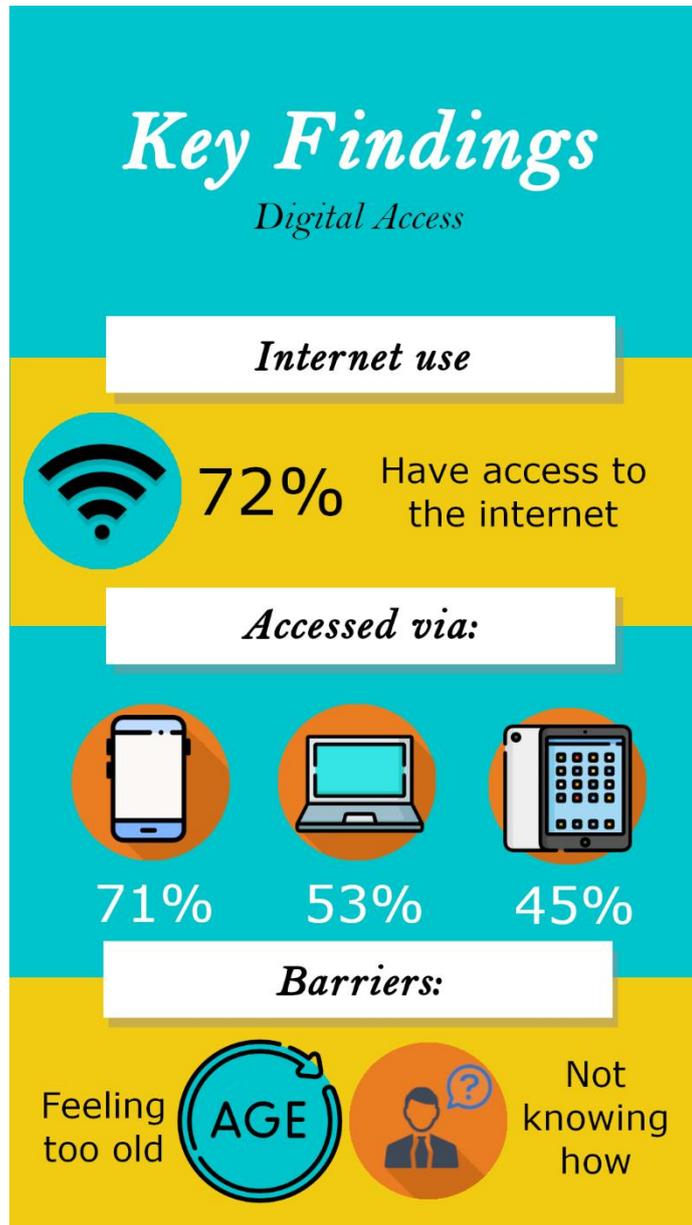
Other service areas listed above tended to fall around the following topics:

- Improved access to community areas
- Reduced ASB
- Improved car parking
- Keeping residents more informed
- Improved maintenance
- Better public transport
- Reduced rubbish / mess
- Updated call alarms for older tenants

## 12. Digital Access

This section examines internet accessibility from all tenants as well as the level of involvement and interest tenants have shown in receiving more information through alternative channels provided by Flintshire Housing Services.

### Is digital access an issue for tenants?



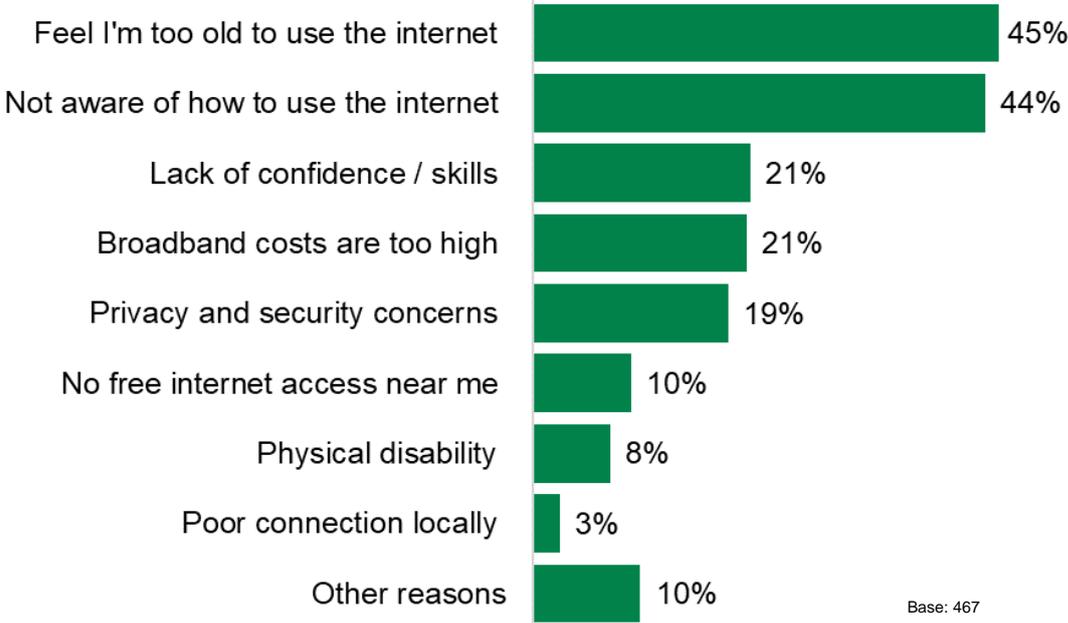
Base: 1,795

**The majority of tenants have access to the internet**

Around three quarters (72%) of tenants use the internet at home or outside of their home e.g., in a local library, community centre, etc. Of those who do use the internet, 86% claim they do so almost every day.

Accessing the internet can be done through a multitude of means but awareness levels and age take a key role in determining which is right for the tenant. 82% preferred to use their mobile phone, with around half (53%) using their computer/laptop, and 45% using their tablet. Other ways to access the internet include through their smart TV (29%) or games console (15%).

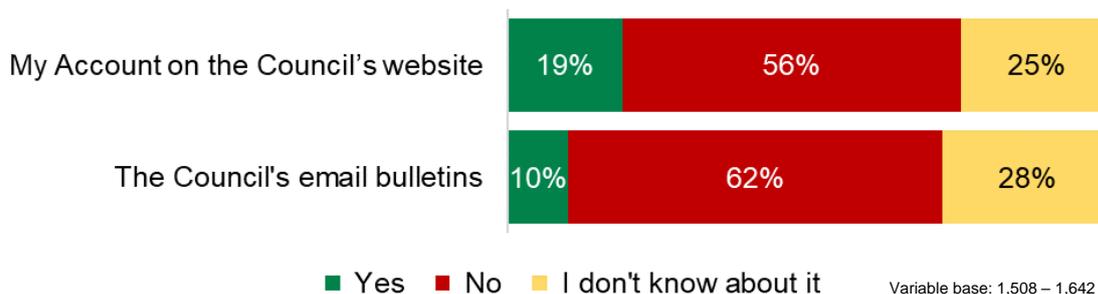
**Q26. "If you do not use the internet, why is that?"**



**Age is a factor preventing digital access**

Around half (45%) of tenants who do not use the internet claim to be *too old to use the internet*, while 44% are *not aware of how to use the internet*, although this could be down to age and individual capabilities.

**Q27. "Have you signed up to the following?"**



**Some interest in tenant involvement**

*'My Account' is an online service provided by Flintshire County Council. It allows tenants to access a personalised area on the Flintshire County Council website, where tenants can customise the information to individual preferences and interests. The progress of any requests can also be tracked online, and information about waste and recycling, as well as local councillor representation can also be found via the My Account service.<sup>7</sup>*

The survey found that a quarter (24%) of tenants are interested in receiving more information on how to sign up and access information about their tenancy via *My Account*, and a further 30% are happy to receive an email bulletin exclusively for tenants.

---

<sup>7</sup> [Flintshire County Council My Account](#)



## Tenants gave some honest feedback

*“Unfortunately, I have a disability that greatly affects my day-to-day life, the house I'm living in is unable to have adaptations.”*

*“I'm one of the unfortunate few that doesn't have a driveway, some days I'm having to sit in my car outside for up to 30 minutes waiting to be able to park on the street I live due to the lack of parking for school parents and residents.”*

*“I always find it hard to contact a member of staff when I need something such as repairs or need to contact the council in any capacity.”*

*“Our feedback is not listened to and anything they're doing is not working so we don't bother with them anymore.”*

*“A lot of the work initially before I moved in and just after I moved in (due to things not being finished) have the feel of "that'll do" about them rather than being good work.”*

*“I am very happy with the housing services themselves it was just the workers they use to do the job I needed to be done were awful.  
They didn't do anything right; health and safety were non-existent, and the quality of the job was very poor.”*

*“I like how Flintshire Housing Services are very down to earth and connected with their tenants.”*

*“Overall pleased with housing services. Repairs were dealt with quickly and workers were pleasant and efficient.”*

*“Happy friendly polite staff in the area.”*

*“I am happy in my home I have been here 44 years I like to keep it neat and tidy and find the council OK. Sometimes certain jobs are a long time coming to do but all in all the council have looked after me and the repairs very well. Thank you.”*

## 14. Conclusion

Given the last STAR was several years ago, the results from the Flintshire STAR 2022 demonstrate a reasonable level of satisfaction of most service areas. The 25% response rate indicates a high level of engagement overall and has allowed tenants to voice their opinions and draw attention to those areas they claim that need improving.

Here we conclude and provide an overview of the results highlighting the key implications for Flintshire County Council together with some recommendations, where applicable.

---

### **Comparisons to others**

The 2022 STAR survey was comprehensive, providing a benchmark for tenant satisfaction across a wide range of services. Across the eleven local authority areas surveyed in Wales, Flintshire County Council is currently ranking 8<sup>th</sup> in overall service and 4<sup>th</sup> in tenants' trust.

---

### **Overall service**

---

#### **Several factors influence satisfaction**

Overall, the findings of the survey highlight a high degree of pride in tenants' homes and satisfaction with their neighbourhood as a place to live. However, throughout the survey, the key drivers in the results suggest the repairs service, anti-social behaviour as well as communication and engagement with tenants are the most important factors in determining overall satisfaction.

---

#### **Communication is key in driving satisfaction rates**

Further analysis found that although 81% of tenants who had repairs are satisfied with the repairs they received in the previous 12 months, there is still evidence to suggest improvements are needed – particularly around communication with contractors. This is also confirmed in the comments tenants gave towards the end of the survey. Despite high satisfaction with work carried out, satisfaction is lower with the way repairs and maintenance are dealt with more generally (60%).

---

#### **Sheltered tenants favour how they are dealt with**

The results also highlight that sheltered tenants are more likely to be satisfied with how the repairs and maintenance is dealt with compared with general needs tenants, who appear to show slightly higher levels of dissatisfaction (38%).

---

## Neighbourhoods

---

### **Key neighbourhood problems are anti-social behaviour, repairs and parking**

Several issues were raised in the survey when it came to tenants' neighbourhoods and their homes. The key concerns driving the dissatisfaction were anti-social behaviour and repairs. Later in the survey, car parking appeared to be a key issue where written comments were raised in detail. For instance, a comment that stood out:

*"...some days I'm having to sit in my car outside for up to 30 minutes waiting to be able to park on the street I live..."*

Many tenants raised car parking as one of the major problems in their area.

---

### **Lack of pride in homes and neighbourhoods**

Overall satisfaction with the place tenants live differs from whether they take pride in it. Sheltered tenants and older tenants tend to be most proud of their homes.

Whilst pride in the neighbourhood is lower than pride in their homes, this aligns with evidence of the impact of anti-social behaviour as well as general dissatisfaction with the way repairs and maintenance is dealt with.

Lower satisfaction is more apparent with tenants aged 35-44 when it comes to Flintshire Housing Services dealing with ASB. Flintshire may wish to investigate reasons for this, assuming there has been no change in the level of service provided to this age group.

---

## Repairs and priorities

---

### **Repairs remains high on the agenda**

With the majority satisfied with the workers' attitude when the repairs and maintenance are underway, satisfaction seems to decrease before work has taken place. Key areas with lower satisfaction levels include the lead-up time to the job, communication on when it will be happening, and appointment setting.

Repairs and maintenance are key priorities for tenants. Although in Deeside this seems to be a higher priority, younger tenants see it being high on their list too. Further exploration with tenants may be needed on a community level to understand why satisfaction levels are low. Tenants were also given the opportunity to voice their views further, the final takeaway from tenants' thoughts was mainly to do with the various aspects of building maintenance and repair, this is something Flintshire may need to address first.

---

## Contact

---

### **Listening to tenants should be at the forefront**

52% of tenants are satisfied they are being listened to, but the remainder are not. Analysis of the results found that satisfaction is largely driven by sheltered tenants feeling listened to by Flintshire Housing Services compared to general needs tenants who did not.

However, where contact is made with Flintshire Housing Services, tenants find the staff to be friendly and approachable, with some praising staff in their comments.

---

### **Final query outcomes are positive**

Tenants are generally satisfied with the final outcomes of any queries they have made to Flintshire. However, one in five (21%) are dissatisfied with the ease of access to the services.

---

### **Appetite for increased tenant involvement**

There is clearly a desire for further involvement among tenants, perhaps on a more regular basis to increase satisfaction levels around engagement and participation.

But as well as increasing tenant involvement, Flintshire will need to demonstrate value for money, as the STAR survey has also highlighted the fact some tenants are unsure of their tenant responsibilities. Further examination of this may be required to fully understand what level of information is provided once a tenant's agreement is in place.

---

## Digital inclusion

---

### **Age is not the only barrier**

Most tenants have internet access, but age is a prohibiting factor, as is confidence in knowing how to use it.

---

### **Access to *My Account* and email bulletins are expected**

A quarter (24%) of tenants raised their virtual/ postal hand in wanting to know more about Flintshire's *My Account*, and almost a third (30%) have said they would like to receive the email bulletin exclusively for tenants.

---

### **Flintshire to take action**

Flintshire has already motivated tenants with a comprehensive STAR survey and received a high level of engagement. Responses suggest that tenants want greater communication from their landlord digitally, and more information about online services. Increasing digital communication to those with internet access and seeking to improve access to those with age or knowledge barriers may be effective in increasing tenant satisfaction with feeling listened to and involved.

---

# Appendix: Cross Tabulations

## LSOA Name (simplified) by Car parking

Counts Break % Respondents	Base	Car parking		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>557</b> 33%	<b>498</b> 30%	<b>611</b> 37%
Argoed (Flintshire)	4	1 25%	2 50%	1 25%
Aston	40	9 23%	15 38%	16 40%
Bagillt East	22	13 59%	5 23%	4 18%
Bagillt West	45	11 24%	12 27%	22 49%
Broughton North East	37	8 22%	11 30%	18 49%
Broughton South	36	6 17%	11 31%	19 53%
Brynford	21	7 33%	5 24%	9 43%
Buckley Bistre East	55	17 31%	17 31%	21 38%
Buckley Bistre West	78	29 37%	22 28%	27 35%
Buckley Mountain	8	3 38%	2 25%	3 38%
Buckley Pentrobin	25	10 40%	4 16%	11 44%
Caergwrle	29	13 45%	8 28%	8 28%
Caerwys	26	13 50%	7 27%	6 23%
Cilcain	24	3 13%	9 38%	12 50%
Connah's Quay Central	80	23 29%	26 33%	31 39%
Connah's Quay Golftyn	50	22 44%	11 22%	17 34%
Connah's Quay South	15	5 33%	3 20%	7 47%
Connah's Quay Wepre	11	3 27%	3 27%	5 45%
Ffynnongroyw	21	6 29%	5 24%	10 48%
Flint Castle	92	39 42%	23 25%	30 33%
Flint Coleshill	49	6 12%	14 29%	29 59%
Flint Oakenholt	41	16 39%	14 34%	11 27%
Flint Trelawny	2	- -	- -	2 100%
Greenfield	37	12 32%	18 49%	7 19%
Gronant	28	11 39%	5 18%	12 43%
Gwernaffield	14	5 36%	1 7%	8 57%
Gwernymynydd	17	7 41%	4 24%	6 35%
Halkyn	16	4 25%	9 56%	3 19%
Hawarden	5	2 40%	2 40%	1 20%
Higher Kinnerton	7	2 29%	2 29%	3 43%

Counts Break % Respondents	Base	Car parking		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>557</b> 33%	<b>498</b> 30%	<b>611</b> 37%
Holywell Central	41	17 41%	12 29%	12 29%
Holywell East	20	12 60%	5 25%	3 15%
Holywell West	25	9 36%	12 48%	4 16%
Hope	16	4 25%	7 44%	5 31%
Leeswood	22	7 32%	5 23%	10 45%
Llanfynydd	15	9 60%	3 20%	3 20%
Mancot	52	20 38%	17 33%	15 29%
Mold Broncoed	25	10 40%	9 36%	6 24%
Mold East	12	7 58%	3 25%	2 17%
Mold West	46	11 24%	17 37%	18 39%
Mostyn (Flintshire)	43	15 35%	15 35%	13 30%
New Brighton	16	1 6%	3 19%	12 75%
Northop	35	3 9%	7 20%	25 71%
Northop Hall	16	7 44%	3 19%	6 38%
Penyffordd	29	12 41%	8 28%	9 31%
Queensferry	29	6 21%	11 38%	12 41%
Saltney Mold Junction	32	11 34%	16 50%	5 16%
Saltney Stonebridge	57	16 28%	17 30%	24 42%
Sealand	50	16 32%	15 30%	19 38%
Shotton East	8	1 13%	4 50%	3 38%
Shotton Higher	75	26 35%	25 33%	24 32%
Shotton West	18	9 50%	4 22%	5 28%
Trelawnyd and Gwaenysgor	24	12 50%	4 17%	8 33%
Treuddyn	20	7 35%	6 30%	7 35%
Whitford	5	3 60%	- -	2 40%

## LSOA Name (simplified) by Rubbish or litter

Counts Break % Respondents	Base	Rubbish or litter		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>342</b> 21%	<b>599</b> 36%	<b>727</b> 44%
Argoed (Flintshire)	4	-	4 100%	-
Aston	44	13 30%	14 32%	17 39%
Bagillt East	22	3 14%	10 45%	9 41%
Bagillt West	45	7 16%	15 33%	23 51%
Broughton North East	39	3 8%	17 44%	19 49%
Broughton South	36	3 8%	13 36%	20 56%
Brynford	21	1 5%	9 43%	11 52%
Buckley Bistre East	55	9 16%	18 33%	28 51%
Buckley Bistre West	78	19 24%	18 23%	41 53%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	26	4 15%	8 31%	14 54%
Caergwrle	28	2 7%	6 21%	20 71%
Caerwys	26	-	5 19%	21 81%
Cilcain	24	3 13%	4 17%	17 71%
Connah's Quay Central	79	28 35%	26 33%	25 32%
Connah's Quay Golftyn	51	20 39%	20 39%	11 22%
Connah's Quay South	14	4 29%	3 21%	7 50%
Connah's Quay Wepre	11	3 27%	3 27%	5 45%
Ffynnongroyw	21	4 19%	7 33%	10 48%
Flint Castle	92	22 24%	37 40%	33 36%
Flint Coleshill	50	11 22%	23 46%	16 32%
Flint Oakenholt	41	12 29%	19 46%	10 24%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	16 43%	18 49%	3 8%
Gronant	29	5 17%	8 28%	16 55%
Gwernaffield	13	-	4 31%	9 69%
Gwernymynydd	17	-	7 41%	10 59%
Halkyn	15	1 7%	6 40%	8 53%
Hawarden	5	-	2 40%	3 60%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Rubbish or litter		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>342</b> 21%	<b>599</b> 36%	<b>727</b> 44%
Holywell Central	40	16 40%	12 30%	12 30%
Holywell East	20	4 20%	10 50%	6 30%
Holywell West	25	13 52%	7 28%	5 20%
Hope	16	1 6%	5 31%	10 63%
Leeswood	22	6 27%	5 23%	11 50%
Llanfynydd	15	2 13%	9 60%	4 27%
Mancot	51	3 6%	17 33%	31 61%
Mold Broncoed	25	7 28%	5 20%	13 52%
Mold East	12	-	6 50%	6 50%
Mold West	44	9 20%	15 34%	20 45%
Mostyn (Flintshire)	43	13 30%	18 42%	12 28%
New Brighton	16	1 6%	5 31%	10 63%
Northop	35	-	8 23%	27 77%
Northop Hall	16	2 13%	4 25%	10 63%
Penyffordd	28	2 7%	13 46%	13 46%
Queensferry	27	6 22%	11 41%	10 37%
Saltney Mold Junction	32	18 56%	8 25%	6 19%
Saltney Stonebridge	59	13 22%	25 42%	21 36%
Sealand	48	10 21%	26 54%	12 25%
Shotton East	8	1 13%	4 50%	3 38%
Shotton Higher	79	18 23%	38 48%	23 29%
Shotton West	18	3 17%	5 28%	10 56%
Trelawnyd and Gwaenysgor	23	-	9 39%	14 61%
Treuddyn	21	1 5%	8 38%	12 57%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Noisy neighbours

Counts Break % Respondents	Base	Noisy neighbours		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>184</b> <b>11%</b>	<b>334</b> <b>20%</b>	<b>1137</b> <b>69%</b>
Argoed (Flintshire)	4	-	2 50%	2 50%
Aston	43	4 9%	9 21%	30 70%
Bagillt East	22	6 27%	5 23%	11 50%
Bagillt West	46	2 4%	5 11%	39 85%
Broughton North East	38	2 5%	2 5%	34 89%
Broughton South	35	3 9%	9 26%	23 66%
Brynford	20	1 5%	2 10%	17 85%
Buckley Bistre East	56	15 27%	14 25%	27 48%
Buckley Bistre West	76	10 13%	16 21%	50 66%
Buckley Mountain	8	-	1 13%	7 88%
Buckley Pentrobin	25	1 4%	4 16%	20 80%
Caergwrle	28	3 11%	6 21%	19 68%
Caerwys	27	2 7%	1 4%	24 89%
Cilcain	24	1 4%	3 13%	20 83%
Connah's Quay Central	79	14 18%	15 19%	50 63%
Connah's Quay Golftyn	50	18 36%	13 26%	19 38%
Connah's Quay South	14	1 7%	1 7%	12 86%
Connah's Quay Wepre	9	-	2 22%	7 78%
Ffynnongroyw	21	-	5 24%	16 76%
Flint Castle	90	7 8%	22 24%	61 68%
Flint Coleshill	49	5 10%	14 29%	30 61%
Flint Oakenholt	39	3 8%	11 28%	25 64%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	36	8 22%	6 17%	22 61%
Gronant	29	1 3%	2 7%	26 90%
Gwernaffield	13	-	3 23%	10 77%
Gwernymynydd	17	2 12%	3 18%	12 71%
Halkyn	16	1 6%	2 13%	13 81%
Hawarden	5	-	-	5 100%
Higher Kinnerton	7	-	1 14%	6 86%

Counts Break % Respondents	Base	Noisy neighbours		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>184</b> <b>11%</b>	<b>334</b> <b>20%</b>	<b>1137</b> <b>69%</b>
Holywell Central	42	4 10%	8 19%	30 71%
Holywell East	20	5 25%	4 20%	11 55%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	-	-	16 100%
Leeswood	24	2 8%	3 13%	19 79%
Llanfynydd	15	1 7%	3 20%	11 73%
Mancot	49	2 4%	6 12%	41 84%
Mold Broncoed	27	5 19%	4 15%	18 67%
Mold East	12	1 8%	1 8%	10 83%
Mold West	44	8 18%	14 32%	22 50%
Mostyn (Flintshire)	42	2 5%	11 26%	29 69%
New Brighton	16	1 6%	2 13%	13 81%
Northop	35	-	1 3%	34 97%
Northop Hall	15	2 13%	1 7%	12 80%
Penyffordd	28	2 7%	10 36%	16 57%
Queensferry	28	1 4%	3 11%	24 86%
Saltney Mold Junction	31	1 3%	8 26%	22 71%
Saltney Stonebridge	57	8 14%	11 19%	38 67%
Sealand	48	5 10%	13 27%	30 63%
Shotton East	8	2 25%	1 13%	5 63%
Shotton Higher	77	13 17%	27 35%	37 48%
Shotton West	18	-	5 28%	13 72%
Trelawnyd and Gwaenysgor	24	1 4%	6 25%	17 71%
Treuddyn	21	4 19%	3 14%	14 67%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Dog fouling / Dog mess

Counts Break % Respondents	Base	Dog fouling / Dog mess		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1684</b>	<b>395</b> 23%	<b>524</b> 31%	<b>765</b> 45%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	7 16%	16 37%	20 47%
Bagillt East	22	7 32%	6 27%	9 41%
Bagillt West	47	7 15%	9 19%	31 66%
Broughton North East	39	11 28%	11 28%	17 44%
Broughton South	36	15 42%	8 22%	13 36%
Brynford	21	3 14%	6 29%	12 57%
Buckley Bistre East	57	16 28%	12 21%	29 51%
Buckley Bistre West	79	15 19%	20 25%	44 56%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	26	3 12%	8 31%	15 58%
Caergwrle	29	5 17%	7 24%	17 59%
Caerwys	27	2 7%	6 22%	19 70%
Cilcain	24	7 29%	4 17%	13 54%
Connah's Quay Central	81	24 30%	28 35%	29 36%
Connah's Quay Golftyn	50	18 36%	18 36%	14 28%
Connah's Quay South	14	7 50%	2 14%	5 36%
Connah's Quay Wepre	11	1 9%	2 18%	8 73%
Ffynnongroyw	21	9 43%	5 24%	7 33%
Flint Castle	94	17 18%	23 24%	54 57%
Flint Coleshill	48	2 4%	14 29%	32 67%
Flint Oakenholt	41	15 37%	13 32%	13 32%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	14 38%	15 41%	8 22%
Gronant	29	1 3%	12 41%	16 55%
Gwernaffield	14	3 21%	5 36%	6 43%
Gwernymynydd	17	1 6%	9 53%	7 41%
Halkyn	16	-	7 44%	9 56%
Hawarden	5	1 20%	2 40%	2 40%
Higher Kinnerton	7	1 14%	2 29%	4 57%

Counts Break % Respondents	Base	Dog fouling / Dog mess		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1684</b>	<b>395</b> 23%	<b>524</b> 31%	<b>765</b> 45%
Holywell Central	42	8 19%	13 31%	21 50%
Holywell East	20	5 25%	6 30%	9 45%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	1 6%	6 38%	9 56%
Leeswood	22	7 32%	7 32%	8 36%
Llanfynydd	15	1 7%	4 27%	10 67%
Mancot	50	7 14%	14 28%	29 58%
Mold Broncoed	27	5 19%	10 37%	12 44%
Mold East	12	3 25%	4 33%	5 42%
Mold West	45	16 36%	19 42%	10 22%
Mostyn (Flintshire)	43	18 42%	15 35%	10 23%
New Brighton	16	2 13%	7 44%	7 44%
Northop	35	3 9%	14 40%	18 51%
Northop Hall	15	2 13%	5 33%	8 53%
Penyffordd	28	9 32%	7 25%	12 43%
Queensferry	28	9 32%	6 21%	13 46%
Saltney Mold Junction	32	9 28%	15 47%	8 25%
Saltney Stonebridge	61	23 38%	20 33%	18 30%
Sealand	50	10 20%	18 36%	22 44%
Shotton East	8	3 38%	2 25%	3 38%
Shotton Higher	78	26 33%	30 38%	22 28%
Shotton West	18	2 11%	6 33%	10 56%
Trelawnyd and Gwaenysgor	24	2 8%	7 29%	15 63%
Treuddyn	20	8 40%	8 40%	4 20%
Whitford	5	-	1 20%	4 80%

## LSOA Name (simplified) by Other problems with pets / animals

Counts Break % Respondents	Base	Other problems with pets / animals		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>108</b> 7%	<b>285</b> 17%	<b>1262</b> 76%
Argoed (Flintshire)	4	-	1 25%	3 75%
Aston	43	1 2%	5 12%	37 86%
Bagillt East	20	-	3 15%	17 85%
Bagillt West	47	1 2%	5 11%	41 87%
Broughton North East	39	2 5%	5 13%	32 82%
Broughton South	35	4 11%	2 6%	29 83%
Brynford	20	1 5%	5 25%	14 70%
Buckley Bistre East	56	6 11%	12 21%	38 68%
Buckley Bistre West	77	7 9%	16 21%	54 70%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	1 4%	2 8%	22 88%
Caergwrlle	28	3 11%	4 14%	21 75%
Caerwys	26	4 15%	3 12%	19 73%
Cilcain	24	2 8%	6 25%	16 67%
Connah's Quay Central	80	4 5%	16 20%	60 75%
Connah's Quay Golftyn	48	5 10%	14 29%	29 60%
Connah's Quay South	14	-	3 21%	11 79%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	1 5%	3 14%	17 81%
Flint Castle	93	10 11%	11 12%	72 77%
Flint Coleshill	47	2 4%	7 15%	38 81%
Flint Oakenholt	41	3 7%	11 27%	27 66%
Flint Trelawny	2	-	-	2 100%
Greenfield	36	3 8%	6 17%	27 75%
Gronant	28	-	3 11%	25 89%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	1 6%	4 24%	12 71%
Halkyn	16	1 6%	5 31%	10 63%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Other problems with pets / animals		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>108</b> 7%	<b>285</b> 17%	<b>1262</b> 76%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	41	4 10%	6 15%	31 76%
Holywell East	20	1 5%	5 25%	14 70%
Holywell West	24	2 8%	4 17%	18 75%
Hope	16	-	2 13%	14 88%
Leeswood	21	-	4 19%	17 81%
Llanfynydd	15	-	3 20%	12 80%
Mancot	50	2 4%	5 10%	43 86%
Mold Broncoed	27	3 11%	4 15%	20 74%
Mold East	12	1 8%	3 25%	8 67%
Mold West	45	6 13%	8 18%	31 69%
Mostyn (Flintshire)	43	3 7%	8 19%	32 74%
New Brighton	16	-	3 19%	13 81%
Northop	35	-	7 20%	28 80%
Northop Hall	15	-	1 7%	14 93%
Penyffordd	28	2 7%	3 11%	23 82%
Queensferry	27	-	4 15%	23 85%
Saltney Mold Junction	32	4 13%	6 19%	22 69%
Saltney Stonebridge	57	3 5%	13 23%	41 72%
Sealand	49	1 2%	10 20%	38 78%
Shotton East	8	1 13%	2 25%	5 63%
Shotton Higher	78	6 8%	22 28%	50 64%
Shotton West	16	1 6%	1 6%	14 88%
Trelawnyd and Gwaenyssgor	23	3 13%	4 17%	16 70%
Treuddyn	21	2 10%	4 19%	15 71%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Disruptive children / teenagers

Counts Break % Respondents	Base	Disruptive children / teenagers		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1678</b>	<b>172</b> <b>10%</b>	<b>364</b> <b>22%</b>	<b>1142</b> <b>68%</b>
Argoed (Flintshire)	4	1 25%	2 50%	1 25%
Aston	43	8 19%	11 26%	24 56%
Bagillt East	21	- -	3 14%	18 86%
Bagillt West	47	- -	9 19%	38 81%
Broughton North East	39	- -	7 18%	32 82%
Broughton South	36	3 8%	9 25%	24 67%
Brynford	20	1 5%	3 15%	16 80%
Buckley Bistre East	57	8 14%	14 25%	35 61%
Buckley Bistre West	79	15 19%	17 22%	47 59%
Buckley Mountain	8	- -	- -	8 100%
Buckley Pentrobin	25	1 4%	3 12%	21 84%
Caergwrlle	28	1 4%	5 18%	22 79%
Caerwys	26	- -	1 4%	25 96%
Cilcain	24	1 4%	2 8%	21 88%
Connah's Quay Central	80	8 10%	16 20%	56 70%
Connah's Quay Golftyn	48	6 13%	13 27%	29 60%
Connah's Quay South	14	1 7%	2 14%	11 79%
Connah's Quay Wepre	11	1 9%	2 18%	8 73%
Ffynnongroyw	21	- -	6 29%	15 71%
Flint Castle	94	8 9%	22 23%	64 68%
Flint Coleshill	49	15 31%	13 27%	21 43%
Flint Oakenholt	41	2 5%	14 34%	25 61%
Flint Trelawny	2	- -	1 50%	1 50%
Greenfield	37	7 19%	10 27%	20 54%
Gronant	29	- -	1 3%	28 97%
Gwernaffield	13	- -	1 8%	12 92%
Gwernymynydd	17	- -	1 6%	16 94%
Halkyn	16	- -	2 13%	14 88%
Hawarden	5	- -	1 20%	4 80%

Counts Break % Respondents	Base	Disruptive children / teenagers		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1678</b>	<b>172</b> <b>10%</b>	<b>364</b> <b>22%</b>	<b>1142</b> <b>68%</b>
Higher Kinnerton	7	- -	- -	7 100%
Holywell Central	42	12 29%	7 17%	23 55%
Holywell East	19	2 11%	7 37%	10 53%
Holywell West	25	8 32%	8 32%	9 36%
Hope	16	2 13%	3 19%	11 69%
Leeswood	24	3 13%	9 38%	12 50%
Llanfynydd	15	- -	- -	15 100%
Mancot	50	1 2%	3 6%	46 92%
Mold Broncoed	27	4 15%	6 22%	17 63%
Mold East	12	1 8%	5 42%	6 50%
Mold West	45	14 31%	12 27%	19 42%
Mostyn (Flintshire)	44	1 2%	13 30%	30 68%
New Brighton	16	1 6%	- -	15 94%
Northop	35	- -	2 6%	33 94%
Northop Hall	15	1 7%	3 20%	11 73%
Penyffordd	28	1 4%	4 14%	23 82%
Queensferry	28	- -	4 14%	24 86%
Saltney Mold Junction	32	2 6%	13 41%	17 53%
Saltney Stonebridge	60	11 18%	14 23%	35 58%
Sealand	49	4 8%	17 35%	28 57%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	79	12 15%	29 37%	38 48%
Shotton West	18	- -	4 22%	14 78%
Trelawnyd and Gwaenysgor	23	1 4%	6 26%	16 70%
Treuddyn	22	3 14%	3 14%	16 73%
Whitford	5	- -	- -	5 100%

## LSOA Name (simplified) by Racial or other harassment

Counts Break % Respondents	Base	Racial or other harassment		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>54</b> 3%	<b>110</b> 7%	<b>1508</b> 90%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	3 7%	2 5%	38 88%
Bagillt East	22	2 9%	1 5%	19 86%
Bagillt West	47	1 2%	1 2%	45 96%
Broughton North East	39	-	3 8%	36 92%
Broughton South	36	1 3%	3 8%	32 89%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	2 4%	5 9%	50 88%
Buckley Bistre West	78	4 5%	3 4%	71 91%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	25	1 4%	-	24 96%
Caergwrlle	28	-	4 14%	24 86%
Caerwys	26	1 4%	2 8%	23 88%
Cilcain	24	-	2 8%	22 92%
Connah's Quay Central	80	3 4%	9 11%	68 85%
Connah's Quay Golftyn	48	3 6%	3 6%	42 88%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	-	-	11 100%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	93	1 1%	6 6%	86 92%
Flint Coleshill	49	2 4%	1 2%	46 94%
Flint Oakenholt	41	1 2%	2 5%	38 93%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	5 14%	3 8%	29 78%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	3 18%	1 6%	13 76%
Halkyn	16	-	2 13%	14 88%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Racial or other harassment		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>54</b> 3%	<b>110</b> 7%	<b>1508</b> 90%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	1 2%	3 7%	38 90%
Holywell East	20	1 5%	2 10%	17 85%
Holywell West	25	1 4%	4 16%	20 80%
Hope	16	-	-	16 100%
Leeswood	23	1 4%	-	22 96%
Llanfynydd	15	-	2 13%	13 87%
Mancot	50	-	2 4%	48 96%
Mold Broncoed	27	2 7%	2 7%	23 85%
Mold East	12	-	-	12 100%
Mold West	45	3 7%	5 11%	37 82%
Mostyn (Flintshire)	43	1 2%	3 7%	39 91%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	2 7%	26 93%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	32	1 3%	1 3%	30 94%
Saltney Stonebridge	58	2 3%	3 5%	53 91%
Sealand	49	1 2%	8 16%	40 82%
Shotton East	8	-	-	8 100%
Shotton Higher	77	7 9%	9 12%	61 79%
Shotton West	18	-	1 6%	17 94%
Trelawnyd and Gwaenyngor	24	-	2 8%	22 92%
Treuddyn	21	-	1 5%	20 95%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Drunk or rowdy behaviour

Counts Break % Respondents	Base	Drunk or rowdy behaviour		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1673</b>	<b>110</b> 7%	<b>245</b> 15%	<b>1318</b> 79%
Argoed (Flintshire)	4	-	-	4 100%
Aston	41	4 10%	5 12%	32 78%
Bagillt East	22	2 9%	4 18%	16 73%
Bagillt West	47	3 6%	1 2%	43 91%
Broughton North East	39	-	5 13%	34 87%
Broughton South	36	2 6%	7 19%	27 75%
Brynford	20	-	1 5%	19 95%
Buckley Bistre East	57	8 14%	13 23%	36 63%
Buckley Bistre West	78	8 10%	14 18%	56 72%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	1 4%	2 8%	22 88%
Caergwrle	28	1 4%	2 7%	25 89%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	-	-	24 100%
Connah's Quay Central	82	10 12%	18 22%	54 66%
Connah's Quay Golftyn	48	9 19%	8 17%	31 65%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	1 9%	-	10 91%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	94	2 2%	16 17%	76 81%
Flint Coleshill	48	3 6%	10 21%	35 73%
Flint Oakenholt	41	4 10%	8 20%	29 71%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	5 14%	7 19%	25 68%
Gronant	29	-	2 7%	27 93%
Gwernaffield	13	-	1 8%	12 92%
Gwernymynydd	17	1 6%	-	16 94%
Halkyn	16	-	2 13%	14 88%
Hawarden	5	-	1 20%	4 80%
Higher Kinnerton	7	-	1 14%	6 86%

Counts Break % Respondents	Base	Drunk or rowdy behaviour		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1673</b>	<b>110</b> 7%	<b>245</b> 15%	<b>1318</b> 79%
Holywell Central	42	8 19%	10 24%	24 57%
Holywell East	20	1 5%	4 20%	15 75%
Holywell West	25	3 12%	8 32%	14 56%
Hope	16	-	2 13%	14 88%
Leeswood	24	1 4%	3 13%	20 83%
Llanfynydd	15	2 13%	-	13 87%
Mancot	50	-	4 8%	46 92%
Mold Broncoed	27	1 4%	5 19%	21 78%
Mold East	12	-	2 17%	10 83%
Mold West	45	7 16%	12 27%	26 58%
Mostyn (Flintshire)	43	1 2%	9 21%	33 77%
New Brighton	16	-	1 6%	15 94%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	2 7%	26 93%
Queensferry	28	-	2 7%	26 93%
Saltney Mold Junction	32	1 3%	6 19%	25 78%
Saltney Stonebridge	58	4 7%	10 17%	44 76%
Sealand	49	2 4%	10 20%	37 76%
Shotton East	8	2 25%	-	6 75%
Shotton Higher	78	11 14%	19 24%	48 62%
Shotton West	18	-	4 22%	14 78%
Trelawnyd and Gwaenysgor	23	-	1 4%	22 96%
Treuddyn	21	1 5%	1 5%	19 90%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Vandalism and graffiti

Counts Break % Respondents	Base	Vandalism and graffiti		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>79</b> 5%	<b>198</b> 12%	<b>1391</b> 83%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	4 9%	4 9%	35 81%
Bagillt East	22	1 5%	4 18%	17 77%
Bagillt West	47	1 2%	2 4%	44 94%
Broughton North East	39	1 3%	6 15%	32 82%
Broughton South	36	2 6%	5 14%	29 81%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	3 5%	9 16%	45 79%
Buckley Bistre West	78	8 10%	11 14%	59 76%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	24	-	-	24 100%
Caergwrle	28	1 4%	-	27 96%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	1 4%	-	23 96%
Connah's Quay Central	81	7 9%	17 21%	57 70%
Connah's Quay Golftyn	48	3 6%	7 15%	38 79%
Connah's Quay South	14	-	2 14%	12 86%
Connah's Quay Wepre	11	-	-	11 100%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	92	1 1%	9 10%	82 89%
Flint Coleshill	48	2 4%	14 29%	32 67%
Flint Oakenholt	41	2 5%	8 20%	31 76%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	4 11%	6 16%	27 73%
Gronant	29	-	-	29 100%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	-	1 6%	15 94%
Hawarden	5	-	-	5 100%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Vandalism and graffiti		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>79</b> 5%	<b>198</b> 12%	<b>1391</b> 83%
Holywell Central	42	6 14%	5 12%	31 74%
Holywell East	20	1 5%	3 15%	16 80%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	1 6%	1 6%	14 88%
Leeswood	24	2 8%	4 17%	18 75%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	4 8%	46 92%
Mold Broncoed	26	-	1 4%	25 96%
Mold East	12	1 8%	-	11 92%
Mold West	45	3 7%	10 22%	32 71%
Mostyn (Flintshire)	43	2 5%	6 14%	35 81%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	1 4%	27 96%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	32	-	2 6%	30 94%
Saltney Stonebridge	59	2 3%	9 15%	48 81%
Sealand	48	5 10%	14 29%	29 60%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	76	6 8%	13 17%	57 75%
Shotton West	17	-	-	17 100%
Trelawnyd and Gwaenysgor	24	-	3 13%	21 88%
Treuddyn	21	2 10%	2 10%	17 81%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by People damaging your property

Counts Break % Respondents	Base	People damaging your property		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>66</b> 4%	<b>139</b> 8%	<b>1461</b> 88%
Argoed (Flintshire)	4	-	-	4 100%
Aston	42	1 2%	7 17%	34 81%
Bagillt East	22	2 9%	1 5%	19 86%
Bagillt West	47	-	3 6%	44 94%
Broughton North East	38	2 5%	4 11%	32 84%
Broughton South	36	4 11%	1 3%	31 86%
Brynford	20	-	1 5%	19 95%
Buckley Bistre East	56	3 5%	6 11%	47 84%
Buckley Bistre West	77	7 9%	8 10%	62 81%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	-	1 4%	24 96%
Caergwrle	28	1 4%	-	27 96%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	-	1 4%	23 96%
Connah's Quay Central	80	5 6%	6 8%	69 86%
Connah's Quay Golftyn	48	3 6%	6 13%	39 81%
Connah's Quay South	14	-	2 14%	12 86%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	-	-	21 100%
Flint Castle	94	3 3%	5 5%	86 91%
Flint Coleshill	49	1 2%	8 16%	40 82%
Flint Oakenholt	41	3 7%	2 5%	36 88%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	2 5%	4 11%	31 84%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	-	-	17 100%
Halkyn	16	1 6%	1 6%	14 88%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	People damaging your property		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>66</b> 4%	<b>139</b> 8%	<b>1461</b> 88%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	3 7%	4 10%	35 83%
Holywell East	20	-	3 15%	17 85%
Holywell West	25	3 12%	6 24%	16 64%
Hope	16	-	-	16 100%
Leeswood	24	2 8%	1 4%	21 88%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	3 6%	47 94%
Mold Broncoed	26	-	2 8%	24 92%
Mold East	12	-	-	12 100%
Mold West	45	6 13%	6 13%	33 73%
Mostyn (Flintshire)	43	1 2%	6 14%	36 84%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	27	-	-	27 100%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	31	-	2 6%	29 94%
Saltney Stonebridge	60	1 2%	7 12%	52 87%
Sealand	47	1 2%	8 17%	38 81%
Shotton East	8	-	2 25%	6 75%
Shotton Higher	78	7 9%	15 19%	56 72%
Shotton West	16	1 6%	-	15 94%
Trelawnyd and Gwaenyssgor	24	-	2 8%	22 92%
Treuddyn	21	1 5%	-	20 95%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Drug use or dealing

Counts Break % Respondents	Base	Drug use or dealing		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>277</b> 17%	<b>274</b> 16%	<b>1117</b> 67%
Argoed (Flintshire)	4	-	-	4 100%
Aston	42	6 14%	4 10%	32 76%
Bagillt East	22	4 18%	4 18%	14 64%
Bagillt West	47	3 6%	7 15%	37 79%
Broughton North East	39	4 10%	2 5%	33 85%
Broughton South	35	8 23%	5 14%	22 63%
Brynford	20	1 5%	3 15%	16 80%
Buckley Bistre East	56	17 30%	19 34%	20 36%
Buckley Bistre West	78	22 28%	12 15%	44 56%
Buckley Mountain	8	-	1 13%	7 88%
Buckley Pentrobin	25	2 8%	2 8%	21 84%
Caergwrle	27	1 4%	5 19%	21 78%
Caerwys	26	2 8%	-	24 92%
Cilcain	24	-	2 8%	22 92%
Connah's Quay Central	81	22 27%	15 19%	44 54%
Connah's Quay Golftyn	50	21 42%	12 24%	17 34%
Connah's Quay South	13	4 31%	2 15%	7 54%
Connah's Quay Wepre	11	2 18%	1 9%	8 73%
Ffynnongroyw	21	1 5%	4 19%	16 76%
Flint Castle	93	15 16%	18 19%	60 65%
Flint Coleshill	49	13 27%	11 22%	25 51%
Flint Oakenholt	41	7 17%	11 27%	23 56%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	11 30%	8 22%	18 49%
Gronant	28	-	1 4%	27 96%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	1 6%	2 13%	13 81%
Hawarden	5	-	1 20%	4 80%
Higher Kinnerton	7	1 14%	-	6 86%

Counts Break % Respondents	Base	Drug use or dealing		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>277</b> 17%	<b>274</b> 16%	<b>1117</b> 67%
Holywell Central	41	6 15%	8 20%	27 66%
Holywell East	20	3 15%	5 25%	12 60%
Holywell West	25	10 40%	4 16%	11 44%
Hope	16	1 6%	1 6%	14 88%
Leeswood	24	1 4%	5 21%	18 75%
Llanfynydd	15	1 7%	2 13%	12 80%
Mancot	51	2 4%	4 8%	45 88%
Mold Broncoed	25	3 12%	6 24%	16 64%
Mold East	12	2 17%	1 8%	9 75%
Mold West	45	13 29%	13 29%	19 42%
Mostyn (Flintshire)	43	3 7%	7 16%	33 77%
New Brighton	16	1 6%	-	15 94%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	3 11%	1 4%	24 86%
Queensferry	28	2 7%	6 21%	20 71%
Saltney Mold Junction	31	8 26%	5 16%	18 58%
Saltney Stonebridge	59	15 25%	7 12%	37 63%
Sealand	50	7 14%	18 36%	25 50%
Shotton East	8	3 38%	2 25%	3 38%
Shotton Higher	76	20 26%	15 20%	41 54%
Shotton West	17	3 18%	3 18%	11 65%
Trelawnyd and Gwaenysgor	24	-	4 17%	20 83%
Treuddyn	22	1 5%	4 18%	17 77%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Abandoned or burnt-out vehicles

Counts Break % Respondents	Base	Abandoned or burnt-out vehicles		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>21</b> 1%	<b>64</b> 4%	<b>1581</b> 95%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	-	2 5%	41 95%
Bagillt East	22	-	2 9%	20 91%
Bagillt West	47	-	-	47 100%
Broughton North East	38	-	1 3%	37 97%
Broughton South	36	1 3%	1 3%	34 94%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	3 5%	1 2%	53 93%
Buckley Bistre West	78	2 3%	3 4%	73 94%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	24	-	-	24 100%
Caergwrlle	27	-	-	27 100%
Caerwys	26	-	-	26 100%
Cilcain	24	-	3 13%	21 88%
Connah's Quay Central	81	2 2%	6 7%	73 90%
Connah's Quay Golftyn	47	4 9%	2 4%	41 87%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	94	-	1 1%	93 99%
Flint Coleshill	49	-	1 2%	48 98%
Flint Oakenholt	41	-	4 10%	37 90%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	1 3%	1 3%	35 95%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	1 8%	12 92%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	-	-	16 100%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Abandoned or burnt-out vehicles		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>21</b> 1%	<b>64</b> 4%	<b>1581</b> 95%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	1 2%	2 5%	39 93%
Holywell East	20	1 5%	-	19 95%
Holywell West	25	1 4%	3 12%	21 84%
Hope	14	-	-	14 100%
Leeswood	24	-	-	24 100%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	2 4%	48 96%
Mold Broncoed	26	-	-	26 100%
Mold East	12	-	-	12 100%
Mold West	44	1 2%	3 7%	40 91%
Mostyn (Flintshire)	43	-	1 2%	42 98%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	-	28 100%
Queensferry	27	-	3 11%	24 89%
Saltney Mold Junction	32	-	1 3%	31 97%
Saltney Stonebridge	59	-	2 3%	57 97%
Sealand	49	2 4%	4 8%	43 88%
Shotton East	8	-	-	8 100%
Shotton Higher	77	-	6 8%	71 92%
Shotton West	18	-	-	18 100%
Trelawnyd and Gwaenyssgor	24	1 4%	2 8%	21 88%
Treuddyn	20	-	-	20 100%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Noise from traffic

Counts Break % Respondents	Base	Noise from traffic		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>89</b> <b>5%</b>	<b>260</b> <b>16%</b>	<b>1323</b> <b>79%</b>
Argoed (Flintshire)	4	-	2 50%	2 50%
Aston	43	6 14%	5 12%	32 74%
Bagillt East	21	1 5%	-	20 95%
Bagillt West	47	1 2%	5 11%	41 87%
Broughton North East	39	-	4 10%	35 90%
Broughton South	35	2 6%	4 11%	29 83%
Brynford	20	-	2 10%	18 90%
Buckley Bistre East	57	5 9%	12 21%	40 70%
Buckley Bistre West	78	1 1%	9 12%	68 87%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	25	-	1 4%	24 96%
Caergwrle	29	3 10%	4 14%	22 76%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	2 8%	3 13%	19 79%
Connah's Quay Central	80	4 5%	13 16%	63 79%
Connah's Quay Golftyn	50	4 8%	16 32%	30 60%
Connah's Quay South	14	1 7%	1 7%	12 86%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	1 5%	1 5%	19 90%
Flint Castle	94	1 1%	12 13%	81 86%
Flint Coleshill	49	3 6%	13 27%	33 67%
Flint Oakenholt	41	3 7%	11 27%	27 66%
Flint Trelawny	2	-	-	2 100%
Greenfield	36	2 6%	10 28%	24 67%
Gronant	28	3 11%	4 14%	21 75%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	1 6%	3 18%	13 76%
Halkyn	16	1 6%	3 19%	12 75%
Hawarden	5	-	3 60%	2 40%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Noise from traffic		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>89</b> <b>5%</b>	<b>260</b> <b>16%</b>	<b>1323</b> <b>79%</b>
Holywell Central	42	6 14%	7 17%	29 69%
Holywell East	20	-	2 10%	18 90%
Holywell West	25	1 4%	4 16%	20 80%
Hope	16	1 6%	3 19%	12 75%
Leeswood	23	-	1 4%	22 96%
Llanfynydd	14	-	1 7%	13 93%
Mancot	50	-	6 12%	44 88%
Mold Broncoed	26	2 8%	5 19%	19 73%
Mold East	12	2 17%	2 17%	8 67%
Mold West	45	3 7%	10 22%	32 71%
Mostyn (Flintshire)	43	2 5%	9 21%	32 74%
New Brighton	16	-	-	16 100%
Northop	35	-	4 11%	31 89%
Northop Hall	15	1 7%	2 13%	12 80%
Penyffordd	28	-	5 18%	23 82%
Queensferry	28	-	6 21%	22 79%
Saltney Mold Junction	31	-	6 19%	25 81%
Saltney Stonebridge	59	2 3%	6 10%	51 86%
Sealand	50	12 24%	8 16%	30 60%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	78	7 9%	20 26%	51 65%
Shotton West	18	-	1 6%	17 94%
Trelawnyd and Gwaenysgor	24	1 4%	4 17%	19 79%
Treuddyn	21	1 5%	2 10%	18 86%
Whitford	5	-	1 20%	4 80%

## LSOA Name (simplified) by Other crime

Counts Break % Respondents	Base	Other crime		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1211</b>	<b>56</b> 5%	<b>58</b> 5%	<b>1097</b> 91%
Argoed (Flintshire)	3	-	-	3 100%
Aston	24	2 8%	-	22 92%
Bagillt East	15	-	-	15 100%
Bagillt West	37	-	1 3%	36 97%
Broughton North East	27	-	-	27 100%
Broughton South	28	-	-	28 100%
Brynford	15	-	-	15 100%
Buckley Bistre East	41	1 2%	-	40 98%
Buckley Bistre West	60	5 8%	1 2%	54 90%
Buckley Mountain	6	-	-	6 100%
Buckley Pentrobin	15	-	-	15 100%
Caergwrle	22	-	2 9%	20 91%
Caerwys	23	-	1 4%	22 96%
Cilcain	18	-	1 6%	17 94%
Connah's Quay Central	54	6 11%	3 6%	45 83%
Connah's Quay Golftyn	34	2 6%	3 9%	29 85%
Connah's Quay South	10	1 10%	-	9 90%
Connah's Quay Wepre	10	-	1 10%	9 90%
Ffynnongroyw	16	1 6%	-	15 94%
Flint Castle	75	3 4%	2 3%	70 93%
Flint Coleshill	31	1 3%	4 13%	26 84%
Flint Oakenholt	33	3 9%	3 9%	27 82%
Flint Trelawny	2	-	-	2 100%
Greenfield	22	3 14%	2 9%	17 77%
Gronant	18	-	-	18 100%
Gwernaffield	10	-	1 10%	9 90%
Gwernymynydd	11	1 9%	-	10 91%
Halkyn	13	1 8%	1 8%	11 85%
Hawarden	3	-	-	3 100%
Higher Kinnerton	6	-	-	6 100%

Counts Break % Respondents	Base	Other crime		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1211</b>	<b>56</b> 5%	<b>58</b> 5%	<b>1097</b> 91%
Holywell Central	35	4 11%	3 9%	28 80%
Holywell East	14	-	1 7%	13 93%
Holywell West	18	3 17%	1 6%	14 78%
Hope	11	-	-	11 100%
Leeswood	13	-	2 15%	11 85%
Llanfynydd	12	-	-	12 100%
Mancot	43	-	-	43 100%
Mold Broncoed	19	1 5%	-	18 95%
Mold East	9	1 11%	-	8 89%
Mold West	35	3 9%	3 9%	29 83%
Mostyn (Flintshire)	27	3 11%	3 11%	21 78%
New Brighton	13	-	-	13 100%
Northop	28	-	1 4%	27 96%
Northop Hall	13	-	-	13 100%
Penyffordd	15	-	2 13%	13 87%
Queensferry	16	-	-	16 100%
Saltney Mold Junction	24	1 4%	3 13%	20 83%
Saltney Stonebridge	44	1 2%	2 5%	41 93%
Sealand	37	2 5%	2 5%	33 89%
Shotton East	4	-	-	4 100%
Shotton Higher	53	6 11%	8 15%	39 74%
Shotton West	11	-	1 9%	10 91%
Trelawnyd and Gwaenysgor	17	-	-	17 100%
Treuddyn	13	1 8%	-	12 92%
Whitford	5	-	-	5 100%

LSOA Name (simplified) by Q16 "Which of the following would you consider to be priorities?"

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
Total	1694	1156	1211	1478	1024	1005	902	1057	763	956	888	106
		68%	71%	87%	60%	59%	53%	62%	45%	56%	52%	6%
Argoed (Flintshire)	3	2	2	3	1	2	3	3	1	3	2	-
		67%	67%	100%	33%	67%	100%	100%	33%	100%	67%	-
Aston	44	33	35	42	29	27	26	32	18	27	24	1
		75%	80%	95%	66%	61%	59%	73%	41%	61%	55%	2%
Bagillt East	23	12	15	19	14	10	9	9	7	12	12	1
		52%	65%	83%	61%	43%	39%	39%	30%	52%	52%	4%
Bagillt West	47	26	25	37	24	19	22	21	18	22	17	2
		55%	53%	79%	51%	40%	47%	45%	38%	47%	36%	4%
Broughton North East	38	30	27	30	22	23	16	22	17	20	14	3
		79%	71%	79%	58%	61%	42%	58%	45%	53%	37%	8%
Broughton South	36	20	22	28	20	15	14	21	14	10	12	4
		56%	61%	78%	56%	42%	39%	58%	39%	28%	33%	11%
Brynford	22	13	18	21	10	13	7	14	14	12	14	2
		59%	82%	95%	45%	59%	32%	64%	64%	55%	64%	9%
Buckley Bistre East	57	24	30	43	25	30	23	23	11	26	18	8
		42%	53%	75%	44%	53%	40%	40%	19%	46%	32%	14%
Buckley Bistre West	79	43	43	59	41	51	44	39	30	42	36	2
		54%	54%	75%	52%	65%	56%	49%	38%	53%	46%	3%
Buckley Mountain	8	7	6	8	8	7	5	4	4	5	3	-
		88%	75%	100%	100%	88%	63%	50%	50%	63%	38%	-
Buckley Pentrobin	26	21	22	25	17	18	17	18	14	18	14	1
		81%	85%	96%	65%	69%	65%	69%	54%	69%	54%	4%
Caergwrle	30	23	20	29	21	20	15	17	18	20	19	4
		77%	67%	97%	70%	67%	50%	57%	60%	67%	63%	13%
Caerwys	26	15	16	21	12	15	11	14	8	13	14	-
		58%	62%	81%	46%	58%	42%	54%	31%	50%	54%	-
Cilcain	23	16	18	22	9	12	10	16	12	12	9	-
		70%	78%	96%	39%	52%	43%	70%	52%	52%	39%	-
Connah's Quay Central	81	58	56	64	53	54	45	57	45	46	38	6
		72%	69%	79%	65%	67%	56%	70%	56%	57%	47%	7%
Connah's Quay Golftyn	52	38	35	44	31	34	34	33	27	25	32	3

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		73%	67%	85%	60%	65%	65%	63%	52%	48%	62%	6%
Connah's Quay South	15	10	13	15	10	8	7	13	9	7	9	-
		67%	87%	100%	67%	53%	47%	87%	60%	47%	60%	-
Connah's Quay Wepre	11	9	9	9	6	6	7	7	8	7	6	1
		82%	82%	82%	55%	55%	64%	64%	73%	64%	55%	9%
Ffynnongroyw	21	15	18	20	14	15	9	18	12	17	17	1
		71%	86%	95%	67%	71%	43%	86%	57%	81%	81%	5%
Flint Castle	94	60	72	77	60	54	51	66	51	50	44	7
		64%	77%	82%	64%	57%	54%	70%	54%	53%	47%	7%
Flint Coleshill	50	41	37	44	36	34	39	39	25	31	24	2
		82%	74%	88%	72%	68%	78%	78%	50%	62%	48%	4%
Flint Oakenholt	40	17	28	34	20	14	18	19	11	22	18	2
		43%	70%	85%	50%	35%	45%	48%	28%	55%	45%	5%
Flint Trelawny	2	-	2	1	-	-	-	1	1	-	1	-
		-	100%	50%	-	-	-	50%	50%	-	50%	-
Greenfield	36	30	26	32	24	27	22	23	15	26	26	3
		83%	72%	89%	67%	75%	61%	64%	42%	72%	72%	8%
Gronant	29	21	20	26	17	21	7	18	13	18	20	-
		72%	69%	90%	59%	72%	24%	62%	45%	62%	69%	-
Gwernaffield	14	10	11	13	7	3	5	7	7	5	8	-
		71%	79%	93%	50%	21%	36%	50%	50%	36%	57%	-
Gwernymynydd	17	12	14	16	10	10	9	14	11	12	10	2
		71%	82%	94%	59%	59%	53%	82%	65%	71%	59%	12%
Halkyn	16	14	11	15	14	12	8	11	9	10	10	2
		88%	69%	94%	88%	75%	50%	69%	56%	63%	63%	13%
Hawarden	5	5	5	4	4	3	3	2	1	2	4	-
		100%	100%	80%	80%	60%	60%	40%	20%	40%	80%	-
Higher Kinnerton	7	5	6	5	6	4	4	4	4	5	3	-
		71%	86%	71%	86%	57%	57%	57%	57%	71%	43%	-
Holywell Central	43	27	33	41	32	24	30	25	22	28	29	1
		63%	77%	95%	74%	56%	70%	58%	51%	65%	67%	2%
Holywell East	19	11	13	17	12	14	9	9	8	11	12	-
		58%	68%	89%	63%	74%	47%	47%	42%	58%	63%	-
Holywell West	24	20	21	20	17	17	20	15	11	19	14	2

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		83%	88%	83%	71%	71%	83%	63%	46%	79%	58%	8%
Hope	16	14	14	14	10	10	9	11	8	8	7	1
		88%	88%	88%	63%	63%	56%	69%	50%	50%	44%	6%
Leeswood	24	13	21	24	14	16	15	17	12	12	11	-
		54%	88%	100%	58%	67%	63%	71%	50%	50%	46%	-
Llanfynydd	15	14	10	13	10	12	8	12	8	9	13	-
		93%	67%	87%	67%	80%	53%	80%	53%	60%	87%	-
Mancot	54	48	39	49	36	32	33	41	33	39	39	2
		89%	72%	91%	67%	59%	61%	76%	61%	72%	72%	4%
Mold Broncoed	27	18	20	23	12	16	13	14	10	17	16	1
		67%	74%	85%	44%	59%	48%	52%	37%	63%	59%	4%
Mold East	11	8	6	11	5	6	3	7	3	6	6	1
		73%	55%	100%	45%	55%	27%	64%	27%	55%	55%	9%
Mold West	45	35	34	39	33	30	32	26	22	27	21	3
		78%	76%	87%	73%	67%	71%	58%	49%	60%	47%	7%
Mostyn (Flintshire)	43	29	36	39	22	26	20	32	20	25	25	3
		67%	84%	91%	51%	60%	47%	74%	47%	58%	58%	7%
New Brighton	16	12	13	14	12	11	9	12	11	13	7	2
		75%	81%	88%	75%	69%	56%	75%	69%	81%	44%	13%
Northop	34	16	30	31	18	12	13	20	12	15	17	2
		47%	88%	91%	53%	35%	38%	59%	35%	44%	50%	6%
Northop Hall	14	12	11	12	8	8	6	11	6	8	6	1
		86%	79%	86%	57%	57%	43%	79%	43%	57%	43%	7%
Penyffordd	29	17	21	27	16	17	11	15	11	15	14	-
		59%	72%	93%	55%	59%	38%	52%	38%	52%	48%	-
Queensferry	28	20	17	26	13	17	13	13	13	11	13	1
		71%	61%	93%	46%	61%	46%	46%	46%	39%	46%	4%
Saltney Mold Junction	31	24	19	29	21	21	16	24	12	20	21	1
		77%	61%	94%	68%	68%	52%	77%	39%	65%	68%	3%
Saltney Stonebridge	61	44	43	59	37	32	38	32	22	29	28	3
		72%	70%	97%	61%	52%	62%	52%	36%	48%	46%	5%
Sealand	50	33	32	47	35	29	33	31	21	28	27	6
		66%	64%	94%	70%	58%	66%	62%	42%	56%	54%	12%
Shotton East	8	7	7	7	6	7	8	7	6	6	8	-

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		88%	88%	88%	75%	88%	100%	88%	75%	75%	100%	-
Shotton Higher	80	53	56	67	46	51	47	49	31	47	41	10
		66%	70%	84%	58%	64%	59%	61%	39%	59%	51%	13%
Shotton West	19	13	12	15	11	12	7	10	6	12	9	3
		68%	63%	79%	58%	63%	37%	53%	32%	63%	47%	16%
Trelawnyd and Gwaenysgor	24	16	18	22	15	10	8	17	6	11	12	3
		67%	75%	92%	63%	42%	33%	71%	25%	46%	50%	13%
Treuddyn	22	17	19	21	15	13	11	19	14	14	13	3
		77%	86%	95%	68%	59%	50%	86%	64%	64%	59%	14%
Whitford	5	5	4	5	3	1	-	3	-	1	1	-
		100%	80%	100%	60%	20%	-	60%	-	20%	20%	-