

Social Housing White Paper: Professionalisation Review Questionnaire

J11741

Date 8/9/23

Online / CATI

S Screener

SHOW ON ENTRY

- S1 **Welcome to this online survey, which is being carried out for the Department for Levelling Up, Housing and Communities (DLUHC), by IFF Research. The survey relates to the professionalisation of staff in the housing sector. It is intended to be filled in by people with responsibility for staff skills, learning and development or HR at organisations directly delivering landlord services e.g., housing associations, co-operatives, TMOs, ALMOs and Local Authorities.**

This copy of the survey is for <ORGNAME>. If you are not an employee of this organisation and have been sent this link, please do not complete this copy of the survey.

Completing the survey

You can start the survey by clicking 'next' below. You can also download a .PDF version of the questions [here](#). You may need to distribute this document and consult with others within your organisation, to assist you in arriving at agreed answers to the survey. Please do not forward your survey link to multiple people, or forward it outside your organisation, since it will only accept one response.

If you think we should have sent this survey to someone else at <ORGNAME>, or you believe the organisation requires multiple copies, please do forward the survey to them, and let IFF Research know via email: ResearchProfessionalisationReview@iffresearch.com. This will ensure that any follow-up contact goes to the right person.

You can save your answers at any point by clicking the 'pause' button, and return to them by clicking the survey link in your letter and email.

More information and help

For more information or assistance in completing the survey, please contact <IFF Staff> at IFF Research, via email at ResearchProfessionalisationReview@iffresearch.com or by telephone on 020 7250 3035. If you wish to check this is genuine DLUHC research, please contact <Contact Name> at DLUHC, via <Contact Email>.

Data protection

Any data you provide will only be used for the purposes of this research. Survey responses will be supplied to DLUHC in connection with the name of your organisation, and stored by DLUHC for use in policy research.

Under Data Protection law, you have the right to request a copy of your personal data, change your data, or withdraw from the research at any time. Please see our website at <https://www.iffresearch.com/gdpr> for more details.

IFF Research are an independent research company regulated by the Code of Conduct of the Market Research Society (www.mrs.org.uk) and ISO27001 accredited for data security. If you wish to make a complaint about how your personal data has been handled, in the first instance please contact <IFF Staff> at IFF Research, via email at ResearchProfessionalisationReview@iffresearch.com or by telephone on 020 7250 3035. If you remain concerned, you can contact the Information Commissioner's Office (<https://ico.org.uk>).

A Initial questions

ASK ALL

- A1 **First of all, could you provide the details of the person overseeing the completion of this survey, so we know who to contact if we have any queries?**

Name: <i>Please write in</i>		
Job Title and Department: <i>Please write in</i>		
Email: <i>Please write in</i>		
Phone number: <i>Please write in</i>		
Prefer not to say	1	

ASK ALL

- A2 **Are you answering this survey on behalf of...**

Please select one option.

<ORGNAME> as a whole	1	
A subsidiary or division of <ORGNAME>	2	
The parent organisation or group containing <ORGNAME>	3	
<ORGNAME> but it has been renamed	4	
Don't know	5	

IF NOT ANSWERING FOR ALL OF TARGET ORGANISATION (A2 = 2, 3 OR 4)

- A3 **What is the name of [IF A2 = 2:the subsidiary or division you are answering for?][IF A2 = 3:the organisation or group you are answering for?][IF A2 = 4:the organisation now?]**

<i>Please write in</i>		
Don't know	1	

DS: WRITE A3 TO ORGNAME. IF A2 = 4, RETURN TO A2.

B Workforce

ASK ALL

- B1 **How many paid employees do you have working directly for your organisation[IF LA: with duties specific to your Council Housing service], including any working directors?**

<i>Please write in</i>		
Don't know	1	

ASK IF DON'T KNOW (B1 = CODE 1)

- B2 **Please estimate the number of paid employees[IF LA: with duties specific to your Council Housing service] (including directors) using the bands below.**

PROMPT AS NECESSARY. SINGLE CODE.

1 – 25	1	
26 – 50	2	
51 – 100	3	
101 – 250	4	
251 – 500	5	
501 – 1,000	6	
1,001 – 5,000	7	
5,001 – 10,000	8	
10,001 – 24,900	9	
25,000 or more	10	
Don't know	12	

ASK IF DON'T KNOW (B2 = 12)

- B3 **Thank you. For this survey we are looking to speak to the person who is able to answer questions about your organisation's workforce. Please could you enter their details below and we will send them the survey invitation.**

Name: <i>Please write in</i>		
Job Title and Department: <i>Please write in</i>		
Email: <i>Please write in [DS – KEEP THIS MANDATORY]</i>		
Phone number: <i>Please write in</i>		
Don't know	1	

DS: IF B3 ASKED, CLOSE SURVEY AND REOPEN AT S1.

ASK ALL

- B4 **How many people do you have working directly for your organisation as employees*, in the following service areas, as customer-facing staff?**

Please provide an answer for each row (even if this is 0). Please include anyone who works directly for the organisation, full or part-time in any of these roles as one person. If an employee works across more than one of the listed roles, please allocate them to one category only (their main role).

*[IF PRP OR ALMO: *If applicable please include working directors alongside employees, but not volunteers, interns, sub-contractors, self-employed or freelancers. Please include any employees working for other subsidiaries of the same parent company.][IF LA: *Please only include employees with duties specific to your Council Housing service, not other employees in the council's wider workforce.]*

READ OUT. SINGLE CODE PER ROW.

DS: ALLOW 0 TO B1 IN EACH AND OVERALL. IF B1 = DK, ALLOW 0 TO 9999 IN EACH.

	Number of employees	None	Some but don't know how many	Don't know if any
_1 Contact Centre or Customer Services	<i>Write in</i>	1	2	3
_2 Estate Services, Repairs or Maintenance	<i>Write in</i>	1	2	3
_3 Neighbourhood Services / Community Engagement / Anti-Social Behaviour (ASB)	<i>Write in</i>	1	2	3
_4 Sales / Lettings / Housing Options	<i>Write in</i>	1	2	3
_5 Care / Support / Housing Related Support	<i>Write in</i>	1	2	3
_6 Rents / Revenues <i>(if included within a service area above, select 'None')</i>	<i>Write in</i>	1	2	3

DUMMY VARIABLE

SA Service Areas. Labels used for text substitutions.

your Contact Centre / Customer Services	1	B4_1 >= 1 or B4_1 = CODE 2
your Estate / Repairs / Maintenance services	2	B4_2 >= 1 or B4_2 = CODE 2
your Neighbourhood / Community Engagement / ASB services	3	B4_3 >= 1 or B4_3 = CODE 2
your Sales / Lettings / Housing Options services	4	B4_4 >= 1 or B4_4 = CODE 2
your Support / Care / HRS services	5	B4_5 >= 1 or B4_5 = CODE 2
your Rent collection service	6	B4_6 >= 1 or B4_6 = CODE 2
None of the above	7	
Don't know	8	

DS: SELECT THREE GROUPS TO ASK ABOUT FROM <SA> AT RANDOM.

ASK ALL

B5 **And which of the following services for your tenants are provided (in full or in part) by other organisations, for example sub-contractors or independently run shared services*?**

**this would not include sub-contracting to a subsidiary which has the same parent organisation or senior management as your own organisation.*

READ OUT. MULTICODE.

Contact Centre or Customer Services	1	
Estate Services, Repairs or Maintenance	2	
Neighbourhood / Community Engagement / ASB services	3	
Sales / Lettings / Housing Options	4	
Support / Housing Related Support	5	
Care	6	
Rents / Revenues	7	
None of the above	8	
Don't know	9	

C Qualification levels within service areas

DS: LOOP SECTION C FOR EACH ITERATION OF <SA_1> TO <SA_3> POPULATED, REFERRED TO HERE AS <SA_#>.

SHOW ALL

Now we'd like to ask a few questions about the qualifications held by specific sections of your workforce[IF LA: with duties specific to your Council Housing service]. You may need to gather some information from colleagues before you complete this section. You can download a .PDF of all the survey questions [here](#).

IF IDENTIFIED SERVICE AREAS (SA POPULATED)

- C1 **By which of these methods do you ensure the professional standards of your directly employed customer-facing staff in <SA_#>?**

READ OUT. MULTICODE.

Tenant satisfaction surveys	1	
Other tenant consultations or focus groups	2	
Responding to tenant complaints	3	
Planned programme of training, beyond any technical skills required for the job	4	
Requiring staff to work toward or hold relevant qualifications	5	
Mentoring or other management techniques	6	
Another method (PLEASE SPECIFY)	7	
None of the above	8	
Don't know	9	

IF IDENTIFIED SERVICE AREAS (SA POPULATED)

- C1A **We'd now like to ask about how many staff in <SA_#> hold qualifications or certificates. Would you find it easier to answer in terms of...**

READ OUT. SINGLE CODE.

% of staff	1	
Number of staff	2	

IF IDENTIFIED SERVICE AREAS (SA POPULATED)

C2 **Thinking about customer-facing staff in <SA_#>, approximately what percentage or number currently have a qualification or certificate which covers...**

If a type of qualification or certificate staff have covers more than one of the items on the list, please include it in both categories.

READ OUT. SINGLE CODE PER ROW.

DS: ALLOW 0 TO RESPONSE AT B4_# FOR NUMBER OF STAFF, OR 0 TO 100 FOR % OF STAFF. NOTE THERE IS NO ITERATION 1 HERE, TO LINE UP CODES THROUGHOUT THE SURVEY.

	IF C1A = 1: Number of staff	IF C1A = 2: % of staff	None	Some but don't know how many	Don't know if any
_2 Customer Service qualifications, including treating tenants with courtesy and respect	<i>Write in</i>	<i>Write in</i>	1	2	3
_3 Mental health awareness	<i>Write in</i>	<i>Write in</i>	1	2	3
_4 Safeguarding, including identifying Domestic Abuse	<i>Write in</i>	<i>Write in</i>	1	2	3
_5 Partnership / stakeholder engagement (i.e., working with other services to assist tenants)	<i>Write in</i>	<i>Write in</i>	1	2	3
_6 Community engagement	<i>Write in</i>	<i>Write in</i>	1	2	3
_9 ...or a Professional qualification or accreditation in a housing-related field (e.g, Chartered Institute of Housing (CIH), DAHA) / The Institute of Residential Property Management (IRPM)	<i>Write in</i>	<i>Write in</i>	1	2	3

IF IDENTIFIED SERVICE AREAS (SA POPULATED)

- C3 **If you were seeking a new member of staff to work at entry level in <SA_#>, which of the following qualifications or certificates, if any, would you seek as a minimum?**

READ OUT. MULTICODE.

Technical skills relevant to the role	1	
Customer Service qualifications, including treating tenants with courtesy and respect	2	<i>Please specify minimum level and type</i>
Mental health awareness	3	<i>Please specify minimum level and type</i>
Safeguarding, including identifying Domestic Abuse	4	<i>Please specify minimum level and type</i>
Partnership / stakeholder engagement	5	<i>Please specify minimum level and type</i>
Community engagement	6	<i>Please specify minimum level and type</i>
A professional qualification or accreditation in a housing-related field	9	<i>Please specify minimum level and type</i>
None of the above	10	
Don't know	11	

ASK IF DON'T SEEK SOFT SKILLS (C3 ≠ 2, 3, 4 OR 6)

- C4 **You mentioned that you don't seek qualifications or certificates other than in technical or academic skills when recruiting in <SA_#>.**

Why do you take that approach?

<i>Please write in</i>		
Don't know	1	

D Training and Skills

ASK ALL

- D1 **In the last 18 months have you provided, funded or arranged training to your customer-facing employees**[IF LA: with duties specific to your Council Housing service] **in any of the following areas?**

If a single training course you provide to staff covers more than one of the items on the list, please select both.

READ OUT. [IF CATI: SINGLE CODE PER ROW.][IF ONLINE: Please select one option in each row]

	Yes	No	Don't know
_1 Technical skills relevant to the role	1	2	3
_2 Treating tenants with courtesy and respect, for example through Customer Services training	1	2	3
_3 Mental health awareness	1	2	3
_4 Safeguarding, including identifying Domestic Abuse	1	2	3
_5 Partnership / stakeholder engagement	1	2	3
_6 Community engagement	1	2	3
_7 Equality and diversity	1	2	3

ASK ALL

- D1A **In the last 18 months have you supported any of your customer-facing members of staff**[IF LA: with duties specific to your Council Housing service] **to do any of the following?**

READ OUT. SINGLE CODE PER ROW.

	Yes	No	Don't know
_8 Apprenticeship in Housing (this excludes construction or building maintenance related apprenticeships)	1	2	3
_9 Another professional qualification or accreditation in a housing-related field	1	2	3

ASK ALL WHO PROVIDE TRAINING AND IDENTIFY SERVICE AREAS (SA POPULATED AND (D1 = 1 TO 7 OR D1A = 8 TO 9))

D2 **Which service areas are those types of training available to customer-facing staff within?**

READ OUT. MULTICODE.

DS: SHOW ONLY ROWS SELECTED AT D1, AND ONLY COLUMNS SELECTED IN DUMMY VARIABLE SA.

	Contact Centre / Customer Services	Estate Services / Repairs / Maintenance	Neighbourhood / Community Engagement / ASB services	Sales / Lettings / Housing Options	Care / Support / HRS	Rents / Revenue	Don't know
_2 Treating tenants with courtesy and respect	1	2	3	4	5	6	7
_3 Mental health awareness	1	2	3	4	5	6	7
_4 Safeguarding, including identifying DA	1	2	3	4	5	6	7
_5 Partnership / stakeholder engagement	1	2	3	4	5	6	7
_6 Community engagement	1	2	3	4	5	6	7
_7 Equality and diversity	1	2	3	4	5	6	7
_8 Apprenticeship in Housing	1	2	3	4	5	6	7
_9 Another professional qualification or accreditation	1	2	3	4	5	6	7

ASK FOR EACH TRAINING TYPE PROVIDED (D1 = 2 TO 7)

- D3 **Over the past 18 months, how many staff in customer-facing roles**[IF LA: with duties specific to your Council Housing service] participated in the training listed below?

READ OUT. Please type in the number of staff.

DS: SHOW ONLY CODES SELECTED AT D1.

	Number of customer-facing staff trained	Don't know
_2 Treating tenants with courtesy and respect	<i>Write in</i>	1
_3 Mental health awareness	<i>Write in</i>	1
_4 Safeguarding, including identifying DA	<i>Write in</i>	1
_5 Partnership / stakeholder engagement	<i>Write in</i>	1
_6 Community engagement	<i>Write in</i>	1
_7 Equality and diversity	<i>Write in</i>	1
_8 Apprenticeship in Housing	<i>Write in</i>	1
_9 Another professional qualification or accreditation	<i>Write in</i>	1

ASK ALL

- D4 **How confident are you that your current training and skills programme is effective in equipping customer-facing staff[IF LA: with duties specific to your Council Housing service] to work effectively with tenants?**

READ OUT. SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	6	

ASK IF NOT COMPLETELY CONFIDENT (D4 = 2 TO 4)

- D5 **What do you feel could be improved about your current training and skills programme to help ensure customer-facing staff[IF LA: with duties specific to your Council Housing service] work more effectively with tenants?**

<i>Please write in</i>		
Don't know	1	

E Barriers to training

SHOW ALL

We'd now like to ask more generally about what training you provide to your customer-facing staff[IF LA: with duties specific to your Council Housing service]. Throughout this section we won't be asking about job-specific technical or practical training, but generally about training in skills relating to working with tenants, such as:

- Training in interacting with tenants
- Training in mental health awareness
- Training in working with vulnerable people more generally
- Equality and diversity training

ASK ALL

- E1 Thinking about the training provided to customer-facing staff[IF LA: with duties specific to your Council Housing service] in these areas over the last 18 months, how was it delivered? We're interested in who delivered the training, rather than where it took place.

READ OUT. SINGLE CODE.

All training was delivered by your own staff	1	
Most training was delivered by your own staff	2	
An even mix between your own staff and external trainers/consultants	3	
Most training was delivered by external trainers/consultants	4	
All training was delivered by external trainers/consultants	5	
We did not deliver any training to staff over the past 12 months	6	
Don't know	7	

ASK ALL

- E2 **Which, if any, of the following are barriers to you providing more training to customer-facing staff**[IF LA: with duties specific to your Council Housing service], from your perspective as an employer?

READ OUT. MULTICODE.

The high cost of purchasing training	1	
A lack of time for staff to receive training	2	
A lack of time to organise training	3	
A lack of time to design or update training	4	
A lack of available training providers in suitable locations	5	
Poor quality of training providers	6	
Poor availability of suitably designed qualifications or courses	7	
Poor quality of available qualifications or courses	8	
Limited role of professional qualifications or accreditations in the sector	9	
Low staff willingness to train or study	10	
High staff turnover	11	
Something else (Please specify)	12	
Don't know	13	SINGLE CODE ONLY

ASK IF MULTIPLE BARRIERS SELECTED AT E2 (E2 = 1 TO 12 MULTIPLE)

- E3 **Which of those is the most significant barrier, from your perspective as an employer?**

READ OUT. SINGLE CODE.

DS: SHOW ONLY OPTIONS SELECTED AT E2.

The high cost of purchasing training	1	
A lack of time for staff to receive training	2	
A lack of time to organise training	3	
A lack of time to design or update training	4	
A lack of available training providers in suitable locations	5	
Poor quality of training providers	6	

Poor availability of suitably designed qualifications or courses	7	
Poor quality of available qualifications or courses	8	
Limited role of professional qualifications or accreditations in the sector	9	
Low staff willingness to train or study	10	
High staff turnover	11	
Something else (Please specify)	12	
Don't know	13	

IF THEY USE EXTERNAL PROVIDERS (IF E1 = 2 TO 5)

- E4 **You mentioned that your organisation has used external providers to deliver training to your customer-facing staff**[IF LA: with duties specific to your Council Housing service]. Which of the following types of external sources of training has your organisation used to deliver training to customer-facing staff, over the past 12 months? *Please exclude from your response providers who have delivered training in technical or practical skills.*

READ OUT. MULTICODE.

Further Education Colleges	1
Universities or other Higher Education institutions	2
Commercial or private training providers	3
Consultancies	4
Other housing providers	5
Regulatory bodies	6
Trade unions	7
Charities	8
Other non-profit making organisations, for example employer associations, voluntary organisations	9
Any other sources (Please specify)	10
Don't know (SINGLE CODE ONLY)	11

F Sub-contractors

SHOW IF ANY SUB-CONTRACTING (B5 = 1 TO 7)

Now we'd like to ask a few questions about how you manage sub-contractors, and the training they give to their staff.

IF ANY SUB-CONTRACTING (B5 = 1 TO 7)

- F1 Earlier you said you sub-contracted at least parts of some service areas, which implies you would be expecting sub-contractors to have some direct contact with tenants.

Thinking about each of those service areas you sub-contract, which of these are written into your agreement with those sub-contractors?

READ OUT. MULTICODE.

DS: SHOW ONLY COLUMNS SELECTED AT B5.

	Contact Centre / Customer Services	Estate Services / Repairs / Maintenance	Neighbourhood / Community Engagement / ASB services	Sales / Lettings / Housing Options	Care / Support / HRS	Rents / Revenue	None of the above	Don't know
_1 Code of Conduct for contact with tenants	1	2	3	4	5	6	7	8
_2 That staff should show specific behaviours	1	2	3	4	5	6	7	8
_3 That staff follow your organisation's specific tenant safeguarding procedures	1	2	3	4	5	6	7	8
_4 They should provide specific types of training to their staff	1	2	3	4	5	6	7	8
_5 Sub-contractor staff must attend your own internal training sessions	1	2	3	4	5	6	7	8
_6 They must achieve a certain level of measured customer satisfaction	1	2	3	4	5	6	7	8

- IF ANY TRAINING FOR SUB-CONTRACTORS (F1_4 = 1 TO 6 OR F1_5 = 1 TO 6)
- F2 **Does that training you require sub-contractors to deliver to their own staff cover any of the following?**

READ OUT. MULTICODE.

Technical skills relevant to the role	1	
Treating tenants with courtesy and respect	2	
Mental health awareness	3	
Safeguarding, including identifying Domestic Abuse	4	
Equality and diversity	5	
Partnership / stakeholder engagement	6	
A professional qualification or accreditation in a housing-related field	7	
None of the above	8	
Don't know	9	

- IF ANY SUB-CONTRACTING (B5 = 1 TO 7)
- F3 **How easy or difficult is it to ensure sub-contractors have the skills you require?**

READ OUT. SINGLE CODE.

Very easy	1	
Fairly easy	2	
Neither easy nor difficult	3	
Fairly difficult	4	
Very difficult	5	
Don't know	6	

- ASK IF NOT EASY (F3 = 4 OR 5)
- F4 **What makes it difficult to ensure that sub-contractors have the skills you require?**

<i>Please write in</i>		
Don't know	1	

IF ANY SUB-CONTRACTING (B5 = 1 TO 7)

F5 **How confident are you that your sub-contractors are equipping their staff to work effectively with tenants?**

READ OUT. SINGLE CODE.

Very confident	1	
Fairly confident	2	
Not very confident	3	
Not at all confident	4	
Don't know	5	

G Spending on training

SHOW ALL

The final set of questions are about your own organisation's spending on training provision for your own staff.

ASK ALL

- G1 **First of all, approximately what is your total budget for learning and development per year among all staff employed by your organisation**[IF LA: with duties specific to your Council Housing service]? You can give your answer per employee, or overall.

_1 £ overall <i>Please write in</i>		DS: ALLOW 0 TO 9999999
_2 £ per employee <i>Please write in</i>		DS: ALLOW 0 TO 99999
Don't know	1	

IF DON'T KNOW G1 = CODE 1

- G1A **Could you give us an approximate amount per year?** [IF B1 <> DK:You can answer per employee, or overall.]

PROMPT AS NECESSARY. SINGLE CODE.

DS: MULTIPLY ALL VALUES BY B1/1000 TO CREATE THE "VALUE" TEXT SUBSTITUTIONS SHOWN. ONLY SHOW FIXED PART OF CODE IF B1 IS DK. IF B1 > 1000, ROUND TO 2 S.F.

Less than £50 per employee (Less than <VALUE> overall)	1	
£50 to £99 per employee (<VALUE> to <VALUE> overall)	2	
£100 to £149 per employee (<VALUE> to <VALUE> overall)	3	
£150 to £199 per employee (<VALUE> to <VALUE> overall)	4	
£200 to £249 per employee (<VALUE> to <VALUE> overall)	5	
£250 to £299 per employee (<VALUE> to <VALUE> overall)	6	
£300 to £399 per employee (<VALUE> to <VALUE> overall)	7	
£400 to £499 per employee (<VALUE> to <VALUE> overall)	8	
£500 to £749 per employee (<VALUE> to <VALUE> overall)	9	
£750 to £999 per employee (<VALUE> to <VALUE> overall)	10	
£1,000 or more per employee (<VALUE> or more overall)	11	
Don't know	12	

ASK ALL

G2 **Please can you estimate what proportion of your training budget is specifically for training in skills relating to working with tenants, such as:**

- **Training in interacting with tenants**
- **Training in mental health awareness**
- **Training in working with vulnerable people more generally**

You can give your answer as £ overall spend, £ spend per employee, or the % of the total budget.

_1 £ overall <i>Please write in</i>		DS: ALLOW 0 TO G1_1
_2 £ per employee <i>Please write in</i>		DS: ALLOW 0 TO G1_2
_3 % of budget <i>Please write in</i>		DS: ALLOW 0 TO 100
Don't know	1	

IF DON'T KNOW G2 = CODE 1

G2A **Could you give us an approximate amount per year? [IF B1 <> DK:You can answer per employee, or overall.]**

PROMPT AS NECESSARY. SINGLE CODE.

DS: MULTIPLY ALL VALUES BY B1/1000 TO CREATE THE "VALUE" TEXT SUBSTITUTIONS SHOWN. ONLY SHOW FIXED PART OF CODE IF B1 IS DK.

Less than £50 per employee (Less than <VALUE> overall)	1	
£50 to £99 per employee (<VALUE> to <VALUE> overall)	2	
£100 to £149 per employee (<VALUE> to <VALUE> overall)	3	
£150 to £199 per employee (<VALUE> to <VALUE> overall)	4	
£200 to £249 per employee (<VALUE> to <VALUE> overall)	5	
£250 to £299 per employee (<VALUE> to <VALUE> overall)	6	
£300 to £399 per employee (<VALUE> to <VALUE> overall)	7	
£400 to £499 per employee (<VALUE> to <VALUE> overall)	8	
£500 to £749 per employee (<VALUE> to <VALUE> overall)	9	
£750 to £999 per employee (<VALUE> to <VALUE> overall)	10	
£1,000 or more per employee (<VALUE> or more overall)	11	
Don't know	12	

ASK IF COST PROVIDED (G1 ≠ 1 [DK] AND G2 ≠ 8 [DK])

- G3 **Thinking ahead to the next 12 months, do you expect your training budget to be higher, lower, or about the same as the previous 12 months?**

IF G2 ≠ 1 (DK, I.E. PROVIDED AN ESTIMATE OF TRAINING BUDGET FOR CUSTOMER-FACING STAFF): *Where possible please provide your answer for the total staff training budget as well as the budget for staff in customer-facing roles.*

READ OUT. SINGLE CODE PER COLUMN.

	_1 Training budget among all staff	IF G2 ≠ 1 (DK, I.E. PROVIDED AN ESTIMATE): _2 Training budget among staff in customer-facing roles
The same	1	1
Higher	2	2
Lower	3	3
Don't know	4	4

ASK IF EXPECTED BUDGET FOR CUSTOMER-FACING TRAINING IS HIGHER OR LOWER FOR NEXT 12 MONTHS (G3_2 = 2 OR G3_2 = 3)

- G4 **You mentioned that expenditure on external training is likely to be [G3_2 = 2:higher][G3_2 = 3 :lower] over the next 12 months. Why is this?**

<i>Please write in</i>		
Don't know	1	

H Re-contact permissions and follow-up research

ASK ALL

- H1 **Many thanks for taking part in the survey, on behalf of DLUHC. Is there anything else you would like to add about the skills, qualifications and training of your staff in customer-facing roles?**

<i>Please write in</i>		
None	1	

ASK ALL

- H2 **As part of the research, we are also carrying out case studies with organisations to understand in more detail about the training and development of housing staff in customer-facing roles. The case studies would involve a small number of interviews each with staff in customer-facing roles and with tenants.**

Would you be willing to take part in a case study? *Please note that you can decline to participate if contacted later, even if you state Yes now.*

Yes	1	
Possibly	2	
No	3	

ASK ALL

- H3 **Finally, could we get in touch with you should we have any questions about the answers you have given in this survey?**

Yes	1	
No	2	

ASK IF CONSENTED TO RE-CONTACT FOR CASE STUDY (H2=1 AND/OR SURVEY QUERIES H3=1)

- H4 **Thank you, please can you confirm you name and contact details below:**

Name: <i>Please write in</i>		
Telephone number: <i>Please write in</i>		
Email: <i>Please write in</i>		
Prefer not to say	1	

THANK AND CLOSE INTERVIEW