

Summary of user feedback: “Welsh Housing Conditions Survey 2017-18 – Output Options”

1. Introduction

The Welsh Housing Conditions Survey (WHCS) 2017-18 collects information about the condition and energy efficiency of all types of housing in Wales. The first Welsh survey of housing conditions took place in 1968 and they have been conducted roughly every 5 years since. The last housing conditions survey in Wales prior to the 2017-18 survey was the Living in Wales Property Survey in 2008.

From November 2018, Knowledge and Analytical Services (KAS) within the Welsh Government will be publishing the results of the Welsh Housing Conditions Survey 2017-18. Fieldwork for the 2017-18 survey took place from August 2017 to April 2018.

In February 2018, KAS carried out a user survey to seek feedback about a number of possible ways to communicate the results, and what would best meet user needs.

The user survey, which ran from 20 February 2018 to 16 March 2018, received 44 responses in total. From these, 11 responses were from local authorities, 7 responses were from Third Sector Organisations, and the rest were from various sources, including sections of the Welsh Government¹ and private companies.

We would like to thank all those that took the time to respond to the user survey. This report summarises the responses received, with charts to display the results of the quantitative questions contained in the survey. Taking into account this feedback, our proposals for the WHCS results are outlined in the Next Steps section.

The user survey is presented in full in Annex A.

2. Key points

- Respondents indicated that their priorities for the WHCS 2017-18 are in depth analysis of the results and receiving headline results.
- From November 2018, the first results from the WHCS 2017-18 will be published. Users indicated that they are most interested in receiving the headline results as a short (4-5 page) Statistical First Release.

¹ Welsh Government colleagues were not explicitly invited to complete the survey as they were consulted via workshops and email.

- After the headline results are published, work will begin on more detailed topic specific analysis. Users indicated that they are most interested in seeing the follow on analysis presented as a series of short bulletins of around 2-3 pages.
- Infographic bulletins and slides of key results are generally considered less useful as main ways of presenting the results.
- Respondents noted the importance of the availability of detailed datasets in addition to the statistical releases, in order for them to carry out their own analysis of the data.
- The survey topics of most interest to users are housing stock and household characteristics.

3. Next steps

Based on the survey feedback received, discussions with Welsh Government policy colleagues and wider considerations, our proposals are as follows:

- We will publish a short Statistical First Release of the headline figures from the WHCS 2017-18 in November 2018. This will be accompanied by Excel tables of the headline data.
- A range of background information will be published alongside the headline results such as the Technical Report and Quality Report to enable users to appropriately interpret the results.
- Fuel Poverty figures and analysis will be dealt with separately and will be published in early 2019.
- We will begin work on the topic specific analysis after the headline results are published. This will take the form of a series of short Statistical Bulletins with accompanying Excel tables of the results. The first topic is likely to be housing stock and household characteristics, based on user preferences.
- Datasets will be archived with the UK Data Service as close to the publication of the Statistical First Release as possible.
- It will be possible for users to apply to us for access to more detailed datasets for specific pieces of analysis, under Data Access Agreements.
- In time it is hoped we will be able to develop some form of interactive data viewer, but this will be looked at once the full analysis has been published.

4. Background

KAS conducted an online user survey (Annex A), available both in English and Welsh, via the online survey platform Questback. Housing Conditions Evidence Programme (HCEP) stakeholders were informed of the survey via the [HCEP February Stakeholder Update](#).. The HCEP Stakeholder database has around 300 users who have either previously noted interest in the Programme as a

whole, any of the specific projects within the Programme, or have signed up to receive quarterly updates. The questionnaire was also advertised on the WHCS webpage, in the Welsh Government Statistics and Research bulletin and on Twitter. In addition it was also distributed to members of the following user groups:

- [Housing Information Group](#)
- [Third Sector Statistics User Panel for Wales](#)
- [Welsh Statistical Liaison Committee](#)
- [Welsh Health Analysts Network](#)
- [Wales Housing Research Network \(WISERD\)](#)

The questionnaire mainly consisted of questions outlining possible ways to communicate results, along with an indication of how long they would take to produce, and asked respondents to rank the usefulness of each option. Questions were also included to allow respondents to provide fuller details about the reasons for their rankings and possible suggestions about other ways to present results that would help make them useful.

5. User survey results

There were 44 responses to the user survey. Not all respondents answered every question. There were between 41 and 44 responses to each question.

Of the 44 responses, there were:

- 11 from Local Authorities
- 7 from Third Sector organisations
- 4 from private companies
- 3 from the Welsh Government²
- 2 from educational institutions
- 2 from Welsh Government Sponsored Bodies
- 14 others
- 1 respondent did not indicate their organisation

² Welsh Government colleagues were not explicitly invited to complete the survey as they were consulted via workshops and email.

Of the 44 responses, there were:

- 12 from government/public sector analysts
- 9 from policy makers
- 3 from academics
- 1 from a communications/digital officer
- 17 others
- 1 respondent did not indicate their role

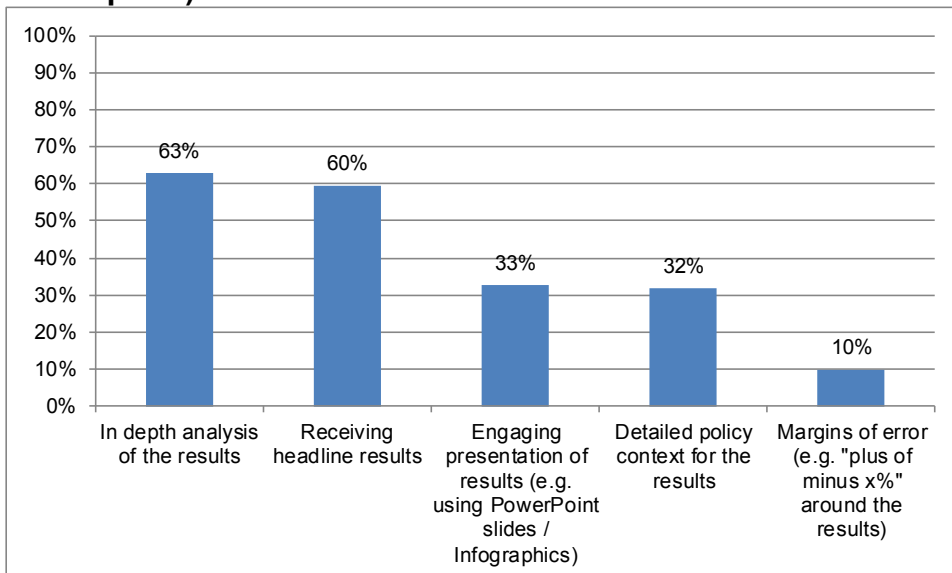
Responses to Section 1: Key priorities for users

Respondents were asked to rank the following from 1 (highest priority) to 5 (lowest priority):

- Receiving headline results
- Engaging presentation of results (e.g. using PowerPoint slides / Infographics)
- Margins of error (e.g. "plus or minus x%" around the results)
- Detailed policy context for the results
- In depth analysis of the results

Figure 1 shows the percentages of respondents ranking each point as either '1' or '2'.

Figure 1: Priorities for users (percentage of respondents stating '1' or '2' out of 5 for each option)



The results show that users are most interested in receiving in depth analysis of the results (63 per cent) and receiving headline results (60 per cent). The least popular option is margins of error around the results (10 per cent).

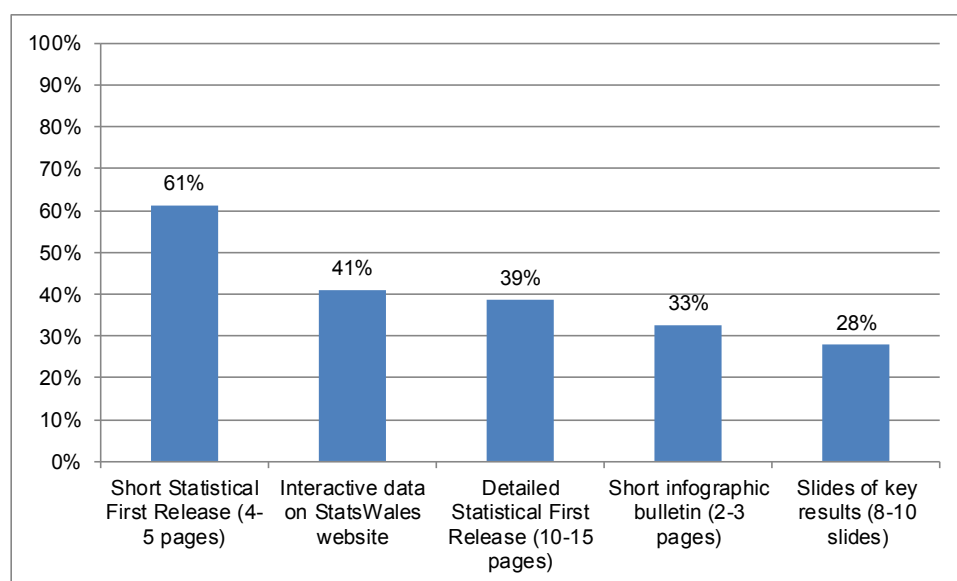
Responses for Section 2: Priorities for the headline results

From November 2018, the first results from the WHCS 2017-18 will be published in a Statistical First Release. This is a requirement for National Statistics and effectively releases the data in to the public domain to be used more widely. Respondents were presented with the following five publication options for this release, with some details about the length, format and how quickly they would be available to users. Supporting Excel/StatsWales tables will be available for each option, where appropriate.

Type	Length	Format	Timeliness
Short Statistical First Release	Short (around 4-5 pages)	Small selection of text, tables and charts	Published sooner
Slides of key results	Short (around 8-10 slides)	Small selection of charts and infographics	Published sooner
Short infographic bulletin	Short (around 2-3 pages)	Mostly infographics	Published later
Detailed Statistical First Release	Long (around 10-15 pages)	A mix of narrative and charts	Published later
Interactive data on the StatsWales website	A small selection of tables presenting the high level results	Tables available as open data through StatsWales	Published later

Respondents were asked to rank the following from 1 (most useful) to 5 (least useful):

Figure 2: Most useful publication options for the headline results (percentage of respondents stating ‘most useful’ or ‘useful’ for each option)



Users indicated that they are most interested in receiving the headline results as a short (4-5 page) Statistical First Release (61 per cent). The next most popular options are receiving the results as interactive data on the StatsWales website (41 per cent) or as a detailed (10-15 page) Statistical First Release (39 per cent). Receiving the results as a short infographic bulletin or as PowerPoint slides were considered less useful by most users.

User comments on the headline results

Users were asked to add any comments on their preferred option. Eight users responded to this question. They generally noted the importance of having access to the detailed data.

“I would like to be able to explore the data to use in modelling/calculations, so the more detailed data which can be published the better from my point of view; PowerPoints and infographics are unlikely to provide sufficient data to be useful.”

“To have all the different ways, of information, accessible and available.”

“Important to ensure headline results are not published in isolation but have an accompanying rationale.”

Responses to Section 3: Priorities for the follow on analysis

After the headline results are published, work can begin on more detailed topic specific analysis. Fuel Poverty figures and analysis will be dealt with separately and will be published in early 2019.

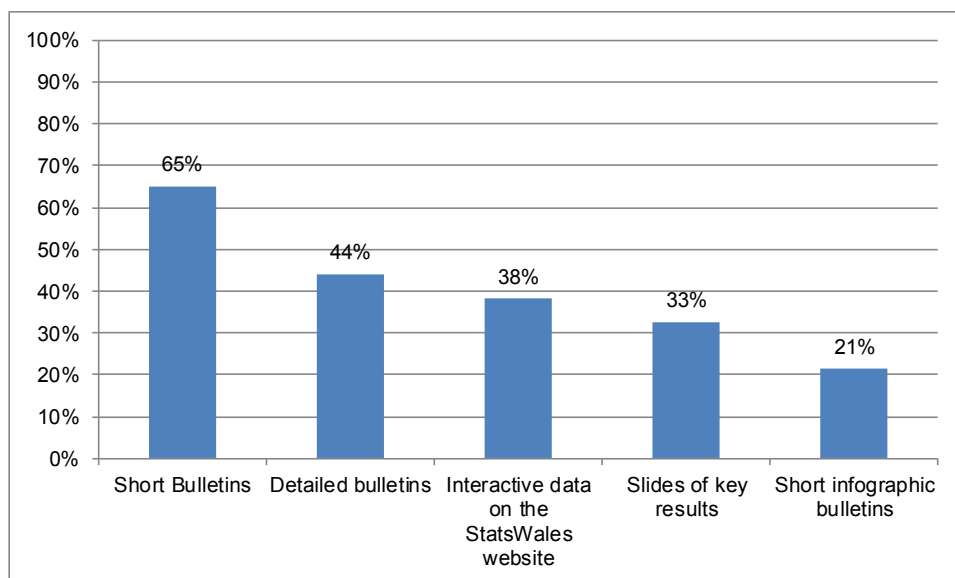
Respondents were presented with the following five publication options for the follow on results, with some details about their length, format and how quickly they would be available to users.

Supporting Excel/StatsWales tables will be available for each option, where appropriate.

Type	Length	Format	Timeliness
Short Bulletins	Short (around 2-3 pages)	Key results - mainly text, charts and tables. Only brief mention of policy context.	Published sooner
Slides of key results	Short (around 8-10 slides)	Small selection of charts and infographics	Published sooner
Short infographic bulletins	Short (around 2-3 pages)	Mostly infographics	Published later
Detailed bulletins	Long (around 6-8 pages)	A mix of narrative, charts and more in-depth analysis. More discussion of policy context.	Published later
Interactive data on the StatsWales website	A small selection of tables per topic	Tables available as open data through StatsWales. Would allow tables and charts of results broken down by a small number of characteristics.	Published later

Respondents were asked to rank these approaches on a scale of 1 (most useful) to 5 (least useful).

Figure 3: Most useful publication options for the follow on analysis (percentage of respondents stating ‘most useful’ or ‘useful’ for each option)



Users’ preferences for the follow on analysis are similar to those for the headline results. The preferred option is short bulletins of around 2-3 pages (indicated most useful by 65 per cent of respondents). Detailed bulletins of around 6-8 pages is the next most popular option (indicated most useful by 44 per cent of respondents). The least popular option among respondents for the follow on analysis is short infographic bulletins.

User comments on the follow on analysis

Users were asked for comments on their preferred option for the follow on analysis. Three users responded to this question. The responses were similar to those given for the headline results, where the need for the availability of detailed data was highlighted.

“To have clear, detailed, information, available and accessible.”

“Important that information is not published in isolation but has accompanying rationale.”

“A detailed bulletin is of primary importance for XXXX in order to be able to have the key results and figures but also the more in-depth analysis and policy context that accompanies it.”

User comments on any other ways to present the results

Respondents were asked if there are any other ways to present the results (either for the headline results or the topic specific analysis) that would help make them useful. Five users responded to this question. Events such as a webinar and Q&A sessions were deemed useful by respondents, and the need for access to the detailed dataset was indicated again.

“Webinar”

“When the fuel poverty figures are released it would be helpful to have a formal presentation of the results with a Question and Answer with stakeholders.”

“Info Graphics that tie back to Excel data is helpful.”

“It would be helpful if the Welsh Government could release the dataset for bespoke analysis, as well as detailed breakdowns and trends”.

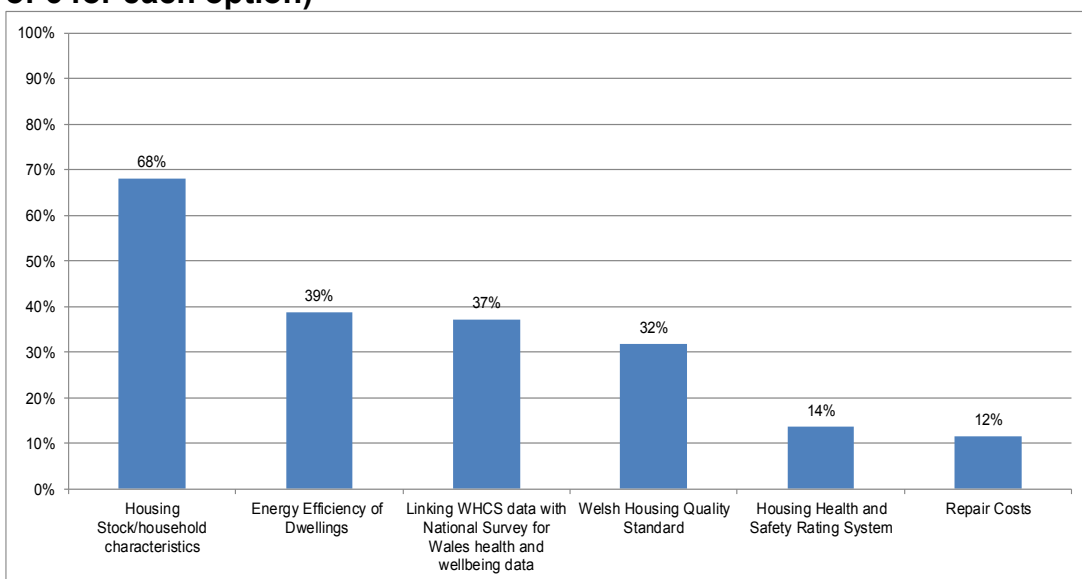
Responses to Section 4: Priorities for topics from the Welsh Housing Conditions Survey

Respondents were presented with a list of six key topics from the WHCS:

- Housing Stock characteristics and condition (e.g. age of stock, type, tenure, construction, amenities, parking provision, outside space, accessibility, local area); household characteristics (occupancy levels, age of head of household, household composition, housing finance etc.)
- Welsh Housing Quality Standard
- Housing Health and Safety Rating System
- Repair Costs
- Energy Efficiency of Dwellings (inc. heating and energy measures etc.)
- Linking housing data from the WHCS with data on the health and wellbeing from the National Survey for Wales

Respondents were asked which of the above topics would be their priority to see published. They were asked to rank each topic on a scale of 1 (highest priority) to 6 (lowest priority).

Figure 4: Priorities for survey topics (percentage of respondents stating ‘1’ or ‘2’ out of 6 for each option)



The survey topic of most interest to users is housing stock and household characteristics indicated to be of most interest by 68 per cent of respondents. The next most popular topics are energy efficiency of dwellings (indicated to be of most interest by 39 per cent of respondents), linking housing data from the WHCS with data on health and wellbeing from the National Survey for Wales (37 per cent) and the Welsh Housing Quality Standard (32 per cent).

User comments on any other topics of interest

A full list of topics can be found on the [survey form](#). Users were asked to comment on any other topics of interest to them. Eight users responded to this question. One user mentioned fuel poverty - this analysis will be dealt with separately and will be published in early 2019.

“Flooding - causes and frequency, Green energy specifically.”

“Comparison with England, Scotland and [Northern] Ireland.”

“Ethnic origin and other equality related data which may be included in your 'household characteristics' topic.”

“Disability and other needs accessibility and availability for all.”

“Poverty, crime/anti-social behaviour.”

6. Conclusions

The results of the User Survey alongside discussion with Welsh Government and some external stakeholders have informed our view of the next steps in terms of disseminating the results of the WHCS 2017-18, particularly our priorities in terms of the timing and format of releases.

Our intentions are to:

- publish a short Statistical First Release of the headline figures from the WHCS 2017-18, accompanied by Excel tables of the headline data, in November 2018. The balance here will be to ensure enough of the survey topics are covered sufficiently to give a true indication of the data available, whilst ensuring it is published as soon as is practicable - allowing users to access detailed data sets.
- begin work on topic specific analysis after the headline results are published. This will take the form of a series of short Statistical Bulletins with accompanying Excel tables of the results. The first topic is likely to be housing stock and household characteristics, based on user preferences.
- archive datasets with the UK Data Service as close to the publication of the Statistical First Release as possible.
- Enable users to apply to us for access to more detailed datasets for specific pieces of analysis, under Data Access Agreements.
- In the long term develop some form of interactive data viewer.

Annex A: Welsh Housing Conditions Survey (WHCS) 2017-18 – Output Options

Overview

From autumn 2018, the Welsh Government's Knowledge and Analytical Services will be publishing the results of the Welsh Housing Conditions Survey 2017-18. This questionnaire seeks user views on the type and topic of outputs we should publish. Further information on the WHCS, including the survey form, can be found on the [WHCS webpage](#).

How to respond

Completing the form takes around 5 minutes. The closing date for replies is 16 March 2018.

Contact details

If you have any queries, or would prefer to speak to a member of the team directly, please contact Elinor Griffiths on 0300 025 5514, Mike Ford on 0300 025 0357 or email stats.housingconditions@gov.wales.

[Read more about confidentiality and hidden identity here](#) Thank you for taking part.

Section 1: Your key priorities for the WHCS 2017-18 results

2) For WHCS results, what are the key priorities for you? Please rank the five points below from 1 to 5, where 1 = your highest priority and 5 = your lowest priority. Please use each number only once.

	1	2	3	4	5
Receiving headline results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engaging presentation of results (e.g. using PowerPoint slides / Infographics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Margins of error (e.g. "plus or minus x%" around the results)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Detailed policy context for the results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In depth analysis of the results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 2: Headline Results

In Autumn 2018, we will be publishing headline results from the WHCS 17-18. This is a requirement for National Statistics and effectively releases the data in to the public domain to be used more widely. The options we are exploring for the format of these headline results are set out below. Please note that supporting Excel/StatsWales tables will be available for each option, where appropriate.

Type	Length	Format	Timeliness [1]
Statistical First Release	Short (around 4-5 pages)	Small selection of text, tables and charts	Published sooner (early Autumn 2018)
Slides of key results	Short (around 8-10 slides)	Small selection of charts and infographics	Published sooner (early Autumn 2018)
Short infographic bulletin	Short (around 2-3 pages)	Mostly infographics	Published later (late Autumn 2018)
Detailed release	Long (around 10-15 pages)	A mix of narrative and charts	Published later (end of 2018)
Interactive data on the StatsWales website	A small selection of tables presenting the high level results	Tables available as open data through StatsWales	Published later (end of 2018)

[1] Outputs that are quick to produce, such as short releases, would be published sooner. The timescales stated here are indicative.

Which of the approaches above would you prefer for the headline results?

3) Please rank them on a scale of 1 to 5, where 1 = most useful and 5 = least useful. Please use each number only once.

	1	2	3	4	5
Short Statistical First Release (4-5 pages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slides of key results (8-10 slides)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short infographic bulletin (2-3 pages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Detailed Statistical First Release (10-15 pages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive data on StatsWales website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4) Please add any comments on your preferred option

Section 3: Follow on Analysis

Please note that the Fuel Poverty figures and analysis will be dealt with separately and will be published by the end of 2018.

After the headline results are published, we can begin work on more detailed topic specific analysis. The options we are exploring for the follow on analysis are set out below. Please note that supporting Excel/StatsWales tables will be available for each option, where appropriate.

Type	Length	Format	Timeliness
Short Bulletins	Short (around 2-3 pages)	Key results - mainly text, charts and tables. Only brief mention of policy context.	Published sooner
Slides of key results	Short (around 8-10 slides)	Small selection of charts and infographics	Published sooner
Short infographic bulletins	Short (around 2-3 pages)	Mostly infographics	Published later
Detailed bulletins	Long (around 6-8 pages)	A mix of narrative, charts and more in-depth analysis. More discussion of policy context.	Published later
Interactive data on the StatsWales website	A small selection of tables per topic	Tables available as open data through StatsWales. Would allow tables and charts of results broken down by a small number of characteristics.	Published later

Which of the approaches above would you prefer?

5) Please rank them on a scale of 1 to 5, where 1 = most useful and 5 = least useful. Please use each number only once.

	1	2	3	4	5
Short Bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slides of key results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short infographic bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Detailed bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive data on the StatsWales website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6) Please add any comments on your ranking of the options above.

7) Are there any other ways to present our results (either for the headline results or the topic specific analysis) that would help make them useful to you?

Section 4: What topics from the WHCS 2017-18 are you most interested in?

Please note that the Fuel Poverty figures and analysis will be dealt with separately and will be published by the end of 2018.

Below is a list of the key topics from the WHCS. It may also be possible to link housing data from the WHCS to data from the National Survey for Wales on areas such as health and wellbeing.

8) Which of these topics would be your priority to see published? Please rate each topic on a scale of 1 to 6, where 1 = your highest priority and 6 = your lowest priority. Please use each number only once.

	1	2	3	4	5	6
Housing Stock characteristics and condition (e.g. age of stock, type, tenure, construction, amenities, parking provision, outside space, accessibility, local area); household characteristics (occupancy levels, age of head of household, household composition, housing finance etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welsh Housing Quality Standard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Health and Safety Rating System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Repair Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Energy Efficiency of Dwellings (inc. heating and energy measures etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linking housing data from the WHCS with data on the health and wellbeing from the National Survey for Wales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

A full list of topics can be found on the [survey form](#).

9) Are there any other topics you are interested in?

Section 5: Your details

Finally, this section asks for some background information about where you work.

10) What type of organisation do you work for? Please tick only one box.

- Local Authority
- Third Sector Organisation
- Private Company
- Local Health Board
- Educational Institution
- Welsh Government
- Welsh Government Sponsored Body
- UK/Central Government Department
- UK Government Sponsored Body / Agency
- Other

11) Are you...? Please tick only one box.

- A government/public sector analyst
- An academic
- A policy maker
- A communications/digital officer
- Other