

Bankside House (364 responses)			Carr-Saunders Hall (101 responses)			Passfield Hall (123 responses)			Rosebery Hall (203 responses)			Butlers Wharf (186 responses)			High Holborn (274 responses)			LSE Averages (1380 responses)		
2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021	2023	2022	2021
64%	60%	44%	69%	68%	51%	61%	70%	40%	64%	67%	41%	73%	64%	39%	69%	67%	31%	67%	66%	47%
94%	96%	No data	91%	96%	No data	87%	92%	No data	91%	95%	No data	91%	97%	No data	87%	95%	No data	90%	95%	No data
90%	84%	No data	86%	87%	No data	89%	86%	No data	90%	81%	No data	90%	86%	No data	73%	74%	No data	86%	83%	No data
95%	94%	87%	89%	93%	90%	89%	88%	83%	93%	93%	77%	89%	93%	84%	82%	88%	80%	90%	92%	84%
81%	89%	56%	83%	91%	71%	87%	91%	No data	84%	87%	No data	83%	84%	No data	71%	80%	No data	81%	87%	No data
76%	56%	63%	50%	73%	68%	57%	38%	49%	73%	44%	59%	75%	45%	51%	64%	64%	54%	66%	53%	57%
74%	83%	69%	66%	75%	63%	67%	56%	77%	75%	68%	71%	84%	67%	65%	76%	73%	73%	74%	70%	71%
55%	44%	37%	54%	56%	38%	49%	54%	58%	50%	38%	54%	77%	50%	52%	64%	66%	69%	58%	51%	53%
50%	56%	52%	50%	63%	66%	41%	66%	64%	63%	34%	56%	37%	44%	48%	42%	62%	68%	47%	54%	60%
75%	85%	64%	71%	81%	52%	55%	54%	57%	76%	49%	44%	74%	45%	56%	64%	71%	67%	69%	64%	58%
70%	64%	64%	68%	58%	75%	65%	31%	64%	85%	64%	67%	83%	66%	50%	85%	78%	74%	76%	60%	66%
73%	83%	66%	84%	92%	78%	82%	82%	88%	82%	82%	83%	50%	64%	68%	70%	87%	67%	73%	82%	73%
87%	83%	67%	90%	91%	79%	90%	73%	68%	89%	78%	73%	95%	87%	79%	91%	89%	79%	90%	84%	74%
82%	77%	68%	79%	77%	81%	84%	79%	63%	86%	77%	74%	88%	77%	79%	81%	77%	79%	83%	77%	74%
80%	78%	62%	81%	79%	74%	80%	77%	67%	78%	78%	68%	86%	76%	76%	81%	78%	77%	81%	78%	71%
78%	76%	62%	72%	74%	68%	80%	78%	63%	86%	83%	76%	92%	79%	88%	86%	81%	78%	82%	79%	73%
76%	82%	77%	86%	86%	88%	85%	88%	96%	86%	84%	78%	87%	74%	No data	79%	72%	67%	83%	81%	78%
84%	83%	No data	76%	68%	No data	88%	72%	No data	83%	74%	No data	92%	93%	No data	85%	91%	No data	85%	80%	No data
87%	91%	No data	78%	87%	No data	82%	94%	No data	81%	83%	64%	85%	94%	No data	87%	95%	No data	83%	91%	No data
76%	87%	41%	74%	75%	38%	60%	80%	34%	73%	82%	44%	82%	89%	46%	78%	91%	70%	74%	84%	49%
19%	19%	14%	9%	18%	30%	6%	11%	42%	14%	14%	22%	18%	22%	25%	16%	19%	43%	14%	17%	29%
81%	84%	67%	77%	85%	75%	78%	76%	26%	82%	83%	76%	81%	86%	48%	78%	88%	67%	79%	84%	61%
87%	91%	73%	81%	87%	86%	84%	89%	90%	83%	92%	84%							84%	90%	83%
93%	91%	74%	89%	95%	85%	91%	85%	74%	88%	88%	90%							90%	90%	81%
88%	79%	68%	78%	68%	64%	84%	61%	49%	86%	73%	72%							84%	70%	63%
83%	70%	60%	86%	68%	55%	88%	66%	58%	79%	74%	71%							84%	70%	61%

Residences Student Satisfaction Survey Results 2023

Third Party Managed Halls



Hall site
Year
Completion rate

Lilian Knowles House (235 responses)			
2023	2022	2021	
64%	43%	37%	

Sidney Webb House (272 responses)			
2023	2022	2021	
60%	54%	44%	

Kings Cross (177 responses)			
2023	2022	2021	
66%	55%	75%	

Westminster Bridge (305 responses)			
2023	2022	2021	
45%	44%	38%	

Third Party Averages (989 responses)			
2023	2022	2021	
59%	49%	45%	

Main questions
Overall enjoyment of stay
Offers value for money
Would recommend
Sense of community and belonging

79%	79%	No data
81%	67%	No data
76%	75%	65%
75%	78%	59%

71%	82%	No data
67%	61%	No data
63%	73%	47%
69%	70%	No data

92%	90%	No data
75%	55%	No data
86%	77%	81%
62%	70%	19%

90%	97%	No data
78%	80%	No data
86%	91%	63%
60%	72%	20%

83%	87%	No data
75%	66%	No data
78%	79%	64%
67%	73%	No data

Facilities
Bathroom and toilets
General cleanliness
Kitchen / snack point
Laundry facilities
Maintenance
Security
Wireless internet

70%	64%	44%
68%	57%	54%
61%	61%	54%
51%	52%	39%
43%	31%	32%
69%	47%	50%
80%	68%	43%

46%	38%	38%
53%	55%	54%
51%	61%	51%
19%	16%	39%
34%	36%	36%
60%	61%	43%
69%	55%	56%

81%	81%	75%
69%	67%	61%
71%	72%	65%
51%	39%	33%
77%	64%	84%
88%	79%	75%
67%	64%	66%

80%	89%	74%
76%	71%	69%
62%	57%	58%
47%	42%	53%
81%	78%	75%
85%	83%	64%
75%	71%	67%

69%	68%	58%
66%	63%	60%
59%	63%	57%
40%	37%	41%
65%	52%	57%
78%	68%	58%
70%	65%	58%

Reception
How helpful overall
Speed of response
Accuracy of response
Friendliness

72%	50%	57%
67%	63%	46%
62%	58%	47%
70%	72%	53%

77%	64%	56%
71%	70%	41%
68%	66%	44%
76%	82%	62%

88%	72%	79%
81%	79%	76%
77%	73%	67%
86%	84%	84%

88%	75%	62%
79%	71%	61%
77%	72%	59%
85%	78%	57%

81%	65%	64%
75%	71%	56%
71%	67%	54%
79%	79%	64%

Pastoral support
Awareness of Wardens / Subwardens
Awareness of Res Life events
Hall Committee satisfaction

63%	49%	No data
85%	84%	No data
79%	75%	No data

77%	76%	78%
88%	83%	No data
75%	87%	No data

72%	79%	62%
79%	74%	No data
78%	79%	No data

67%	59%	48%
74%	89%	No data
77%	93%	No data

70%	66%	No data
82%	83%	No data
77%	84%	No data

Sustainability
Overall sense of sustainability
Find it clear how to separate waste

64%	59%	49%
61%	46%	61%

47%	63%	26%
54%	58%	38%

64%	70%	46%
74%	67%	56%

69%	73%	45%
60%	67%	44%

61%	66%	38%
62%	60%	48%

Key
Over 70%
Under 70%
Below 50%

Residences Student Satisfaction Survey Results 2023

Central Residential Services Office

Hall site
Year
Completion rate

Main questions
Satisfaction with booking system
Satisfisfaction with overall service

RSO Service satisfaction
Speed of response
Accuracy of response
Helpfulness
Friendliness

Key
Over 70%
Under 70%
Below 50%

RSO Averages (2459 responses)		
2023	2022	2021
59%	63%	No data

87%	94%	No data
93%	95%	No data

92%	83%	No data
92%	83%	No data
91%	84%	No data
91%	85%	No data