

Ashfield District Council

Tenant Satisfaction Measures

Summary of Process

13 June 2024

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# Introduction and Background

1. As a social housing landlord with a stock greater than 1,000 properties, Ashfield District Council (the Council) are required to collect and submit information on the Tenant Satisfaction Measures (TSMs) to the Regulator of Social Housing (the Regulator) on an annual basis. The annual data provided will be published nationally, may be compared against all other social housing providers and will be used by the Regulator of Social Housing and the Housing Ombudsman Service to inform an overview of the service provided by the Council. The information will also be published by the Council on our website, to enable our social housing residents to hold us to account.
2. There are two parts to the TSMs:
	1. Landlord Reported Measures:
	2. Tenant Perception Measures: a set of 12 indicators that measure the views of tenants. The information for these measures will be taken from an annual perception survey of tenants.
3. This report covers the second of the measures – Tenant Perception Measures.
4. The final version of the 12 measures published by the Regulator after a period of consultation are as follows:

TP01 Overall satisfaction

TP02 Satisfaction with repairs

TP03 Satisfaction with time taken to complete most recent repair

TP04 Satisfaction that the home is well maintained

TP05 Satisfaction that the home is safe

TP06 Satisfaction that the landlord listens to tenant views and acts upon them

TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them

TP08 Agreement that the landlord treats tenants fairly and with respect

TP09 Satisfaction with the landlord’s approach to handling complaints

TP10 Satisfaction that the landlord keeps communal areas clean and well maintained

TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods

TP12 Satisfaction with the landlord’s approach to handling anti-social behaviour

1. The Regulator stipulates the guidance on the methodology to be used to measure and assess the survey of tenants.
2. The whole process was conducted in house at the Council and no contractors were used to collect or process the surveys.

# Sampling

1. The Council’s Capita OpenHousing database was used as the basis for the extraction of a list of tenants.
2. The list initially comprised of all tenants but was then updated to remove any tenants marked as deceased on the system and to ensure that the lead tenant was clearly identified to ensure only one response from each property was included.
3. The Council aimed to minimise the number of tenants excluded from participation in the survey process. In addition to those records marked as ‘deceased’ on the database, three tenancies were excluded from the survey process and were not contacted as part of the tenant perception survey collection process. Exclusions were made predominantly due to the complex vulnerabilities and associated behavioural issues of the tenant, which had resulted in historical unreasonable behaviours, which it was believed could impact on the officers conducting the survey being able to follow the prescribed format of the perception survey. Of the three, one tenancy was excluded due to an ongoing complex legal case at the time of completing the survey.
4. Groups of tenants that comprised of a very small number and were known to be under represented within the tenant base were marked as to be included in the survey and were included within the sample by default, to maximise their representation in the survey. These groups were those whose ethnicity was recorded as other than White British and those living in properties with four bedrooms. All tenants living in 10 Sheltered Courts were invited to attend a face to face session within the Court’s communal room to complete the survey with Council officers.
5. From all the other available tenants extracted, a sample approach was taken where a random computerised sample was used to generate participants in the survey. This resulted in an overall sample of 3859. The overall sample was was deliberately larger than required to account for non-engagement, based on engagement rates of transactional satisfaction surveys and an online TSM pilot survey conducted the previous financial year.
6. A minimum response of **551** was required to make this survey statistically significant, based on the number of tenancies. The Council generated a total of 1576 responses which is well above the required amount and respondents were overall relatively representative of the population of tenants.
7. From the tenant population of 6490 tenancies, 1576 surveys where completed which equates to 24.3% of the tenancies. 7 surveys were omitted from the final numbers/analysis, as they were identified as additional responses from the same household, as such the first completed survey responses were used.

# Administration of Survey

1. The Survey was undertaken between June and August 2023 and the main method of collection was telephone calls 97%, with a small number in person 3% of total responses within 10 Sheltered Courts. The reason this method of collection was used is it was considered the most accessible way to get the highest possible response rates and balanced cost against resources.
2. The full survey used can be seen in Appendix A. Only the survey questions suggested by the Tenant Survey Requirements guidance were used, including the exact wording and response options suggested in the guidance. Providers could add additional questions, but the Council did not elect to do this.
3. An incentive was offered to all participants to encourage participation in the survey, which was entry into a prize draw for a £50 shopping voucher. Participants could agree to be included in the draw or when prompted they could decline taking part in the draw also, following completion of the survey. The winner of the prize draw was selected using a random number generator and has been presented with their prize.
4. Survey data was collected via Lime Survey as each participant had a unique token for their survey. The token enabled officers completing survey to identify which tenants had responded to minimise duplicate responses. Lime Survey held all the responses.
5. For the telephone calls, from the randomly generated participants sheet officers conducting the survey started at the top of the spreadsheet for each area/group and worked their way to the bottom calling all sample participants. Sampled tenants were spilt over a number of spreadsheets (two groups of areas, Non-white British indicator and sheltered Courts (face to face courts only) and only one officer accessed each spreadsheet at any one time to minimise potential errors. For each call, the following process was undertaken:
6. First attempt was to call the mobile phone number on the randomly selected participant.
7. If the participant answered, then the standard script below was followed:

|  |
| --- |
| Hello, can I speak with xxx?My name is XXX from Ashfield District Council. How are you today?The reason for me calling you today is that we are carrying out telephone surveys as part of social housing reforms that have been introduced by the Regulator of Social Housing and we would like to seek your views as a tenant of Ashfield District Council and on the services we provide to you as your landlord here in Ashfield and would be grateful if you could take part in a 5 minute telephone survey today. |

1. If the tenant agreed to participate then the Lime Survey was launched from the hyperlink on the spreadsheet sample and completed. Each question was read line by line to the participant along with each possible answer for them to give a response, then the answer was marked before moving on to next question.
2. Once the Lime Survey was completed the spreadsheet was then updated with the date that contact had been made and column contact attempt 1 was logged as *Answered – Survey COMPLETED and Survey Status Complete*.
3. Following completion of the survey the following was read to the participant:

|  |
| --- |
| Thank you for taking part in the survey.The information will be collated and published once the survey has been completed.In the meantime with your permission, we will enter your details into the prize draw for a £50 shopping voucher that will be drawn when the survey is completed later in the year.Thank you for taking part and have a good day. |

1. If the participant did not answer the call but a message was left, then the message would be:

|  |
| --- |
| Hello, my name is XXXX, and I am calling from Ashfield District Council.This is a message for “respondent’s name.”The reason for my call today is that we are carrying out telephone surveys to obtain your views on the services we provide to you as your landlord here at Ashfield District Council.If you would like to take part in the survey, please call me on 01623 xxxxxx |

1. The spreadsheet would then be updated *Answer Machine – Message Left in the contact attempt 1 column and Survey Not complete in the Survey completed Status and date of attempt in the date of first contact column.*
2. If no answer machine was available, *No Answer will be recorded in the contact attempt one field and Survey status marked Not Complete and date added to the date of first call column.*
3. If the tenant answered but refused to take part, then *Tenant refused was recorded in the Contact attempt one and Survey Status would be marked Tenant Refused and date entered into the date of first call column.*
4. If tenant started the survey but there was a disconnection and on calling back no contact made, then *Answered but not Complete was recorded in Contact Attempt one column and a Partial Return – Tenant ended was recorded in the Survey Status column and date this occurred in the date of first call column*.
5. If the mobile number called was no longer in use and there was a home phone logged we would attempt this number or if no further numbers then a *Contact Attempt one would be logged as Line No Longer Valid and Survey status Not Completed recorded with the date added in the date of first call column*.
6. Any other information given was put in the comments box at the end of each participant line in the spreadsheet, such as people no longer residing there or if we had an incorrect number or a number which was associated with someone that is no longer in contact with the tenant to update tenancy records at a later date.
7. On the second attempt the completed, Line no Longer Valid and Tenant Refused would be filtered out and the officer would start from the top of the spreadsheet following the process above and this time log the attempt in Contact Attempt 2. If the Survey was completed the *Contact Attempt 2 field would be updated and the Survey Status to Complete and date added to the date of second call column*.

A summary of responses and logged information is shown in Table 1 below:

## Table 1: Table of responses and logged information

|  |  |  |  |
| --- | --- | --- | --- |
| Response  | Log in Contact attempt X | Survey Status  | Attempt again  |
| Completed Survey  | Answered - Survey COMPLETED | Complete | No |
| Answered but not completed | Answered - Survey Incomplete | Not completed | Yes |
| Answerphone message left | Answer Machine - Message left | Not completed | Yes |
| Just ringing out | No answer | Not completed | Yes |
| Answered did not want to take part | Answered – Refused to take part | Tenant Refused  | No |
| Invalid number  | Line no longer valid  | Not completed | Try landline if available or other numbers |

1. When calls were made, there were a small number of residents where their family members answered the telephone as they were hearing impaired/deaf. To be inclusive we asked whether we could post out a copy of the survey for completion and then sent one in the post with a covering letter, however none where returned.
2. In addition, there were a small number of cases where the person answering the telephone advised that the lead tenant would not have capacity to take part so in these cases, no further contact was made.
3. During the course of the survey, one other case was excluded due to the tenant being identified as a prolific hoax caller/with warning markers on the system (for the last 15 – 20 years) that it was deemed inappropriate to call, due to historical challenging behaviours presented by the tenant, which it was considered would make it extremely difficult for officers to follow the prescribed format of the survey.
4. In addition to the telephone calls, a series of separate face to face sessions were held for sheltered housing tenants between 14 July 2023 and 9 August 2023. In total, 10 sessions were held, across sheltered courts in Hucknall, Kirkby, Underwood, Sutton and Skegby. For these, ‘drop in’ sessions were arranged at which tenants were able to complete the survey via the use of a laptop, with responses input by housing staff on their behalf. Letters were sent to each resident of the 10 blocks, in advance of the session, inviting them to attend to complete the session. Hot drinks and biscuits were offered to all attendees. Of the 320 residents invited, 50 responses were received at these sessions, a response rate of 16% of those invited, 3% of all surveys completed and less than 1% of the entire tenant base.
5. Following the face‑to‑face sessions, follow‑up telephone calls were made to those tenants in sheltered courts who were unable to attend to attempt to complete the survey, using the process documents earlier in the document for telephone surveys.

# Analysis

1. Analysis was conducted using Power BI and provided a summary of representation which showed the responses and representation of tenants, based on the information held against the respondent, as extracted from Capita OpenHousing, which is detailed in table 2 below. Respondents names and addresses were not analysed as part of any analysis.

## Table 2: Characteristics analysed

|  |  |  |  |
| --- | --- | --- | --- |
| Tenant perception measures | Relevant tenant population (% total) | Total survey responses (% total) | Difference |
| **Housing type** |  |  |  |
| Sheltered housing  | 4.3% | 8.9% | 4.60% |
| General needs housing | 95.7% | 91.1% | -4.60% |
| **Age of respondent**  |  |  |  |
| 65+ | 33.3% | 39.3% | 6.00% |
| 50-64 | 29.3% | 27.4% | -1.90% |
| 30-49 | 30.5% | 27.2% | -3.30% |
| 18-29 | 7.0% | 6.0% | -1.00% |
| **Gender**  |  |  |  |
| Female | 61.0% | 63.5% | 2.50% |
| Male | 39.0% | 36.5% | -2.50% |
| **Property Type** |  |  |  |
| House | 57.1% | 49.8% | -7.30% |
| Flat | 23.3% | 26.7% | 3.40% |
| Bungalow | 19.6% | 23.5% | 3.90% |
| **Management area** |  |  |  |
| Hucknall | 24.1% | 23.4% | -0.70% |
| Kirkby | 24.9% | 24.5% | -0.40% |
| Rural  | 7.4% | 7.1% | -0.30% |
| Sutton | 43.6% | 45.0% | 1.40% |
| **Ethnicity**  |  |  |  |
| Asian | 0.2% | 0.4% | 0.20% |
| Black | 0.6% | 1.2% | 0.60% |
| Chinese  | 0.1% | 0.1% | 0.00% |
| European  | 0.4% | 0.9% | 0.50% |
| Mixed | 0.4% | 0.9% | 0.50% |
| White | 88.4% | 88.4% | 0.00% |
| Other | 0.1% | 0.1% | 0.00% |
| Not specified  | 9.0% | 6.8% | -2.20% |
| **No of bedrooms** |  |  |  |
| 1 | 20.9% | 26.8% | 5.90% |
| 2 | 32.3% | 31.0% | -1.30% |
| 3 | 45.5% | 41.7% | -3.80% |
| 4 | 1.3% | 0.5% | -0.80% |
|  |  |  |  |

1. The characteristics included were based on available data and considered the suggested characteristics for large providers taken from the “Tenant Satisfaction Measures – Tenant Survey requirements” document. In addition to the suggested characteristics results were also analysed by gender.
2. Analysis of the results was undertaken at the top‑level and for a range of individual characteristics. These characteristics are shown in Table 3 below:

## Table 3: Characteristics analysed

|  |  |
| --- | --- |
| **Material characteristics included in the guidance** | **Additional characteristics** |
| * Stock type (e.g. general needs, housing for older people/sheltered housing, other supported housing, temporary social housing)
* Age of respondent
* Ethnicity
* Building type (e.g. high rise/flats)
* Property or household size
* Geographical area or estate.
 | * Gender
 |

1. The process for the application of weightings was initially undertaken on characteristics age group, stock type, property type and number of bedrooms, methodology as below in Table 4.

## Table 4: Process for the application of weightings to each question

|  |  |
| --- | --- |
| **No** | **Step** |
|  | For each sub‑group matrix, calculate the proportion of the population |
|  | For each sub‑group matrix, calculate the proportion of responses received in the survey |
|  | For each sub‑group matrix, calculate the weighting (A/B) |
|  | For each question, total all individual sub‑group matrix weighted results |

1. The process made no or negligible changes to the outturn of the questions and with most characteristics balanced, the decision was taken to publish the unweighted dataset as it was felt that this would be less ambiguous and more transparent for tenants than publishing the weighted results.

# Appendix A Questionnaire – as extracted from Lime Survey – officer facing only

## Ashfield District Council - Tenant Satisfaction Measures - Tenant Perception Survey 2023/24



As part of social housing reform, the Regulator of Social Housing has introduced the requirement for all social housing landlords (owning more than 1,000 properties) to report annually on a set of tenant satisfaction measures. The tenant satisfaction measures will consist of 10 landlord reported measures and 12 tenant perception measures.

To collect the tenant perception element of the tenant satisfaction measures we are asking our tenants to complete a short survey. The survey asks you to rate your satisfaction on a number of different housing functions that we provide to you as your landlord. The information collected in the survey will be used, in conjunction with your tenancy record number, to compile anonymous statistics to help improve our services in the future, which will be reported to the Regulator of Social Housing and to our tenants towards the middle of 2024.

You are under no obligation to complete this survey, but we would appreciate if you could complete as much of the survey as possible and it should only take you about 5 minutes to complete.

**At the end of the survey, you will be given the opportunity to enter a prize draw to win a £50 shopping voucher.**

There will be a maximum of 15 questions, but depending on your home and interactions with us in the last 12 months, you may not need to answer them all, in these circumstances the survey will automatically skip to the next appropriate question.

For more information about how the Council uses your data and to learn more about your rights please see the [Council's Privacy Notice](http://www.ashfield.gov.uk/privacy) .

Thank you in advance for taking the time to complete this survey, we value your time and feedback.

\* shows a required field.

## DISCLAIMER

This survey or some parts of it may not be accessible when using adaptive technology.

If you require assistance with accessing the content of the survey, please contact our Housing Management Team on email: tenancy@ashfield.gov.uk or telephone 01623 450000 (option 1, then option 3) and please quote 'tenant survey'.

There are 18 questions in this survey.

## REFERENCE

**Method of Completion \***

Select all that apply

Please choose **all** that apply:

* Telephone
* Internet
* Face to Face
* Postal
* SMS
* Other

## Ashfield District Council Tenant Survey

**1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Ashfield District Council, as your landlord?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied

**2) Has Ashfield District Council carried out a repair to your home in the last 12 months?**

Please select at most one answer

Please choose **all** that apply:

* Yes (Questions Three and Four will appear below)
* No (please proceed to Question Five below)

**3) How satisfied or dissatisfied are you with the overall repairs service from Ashfield District Council over the last 12 months?**

Only answer this question if the following conditions are met:

((TP023L\_A1.NAOK == 'Y'))

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied

**4) How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**

Only answer this question if the following conditions are met:

((TP023L\_A1.NAOK == 'Y'))

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied

**5) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Ashfield District Council provides a home that is well maintained?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**6) Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Ashfield District Council provides a home that is safe?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**7) How satisfied or dissatisfied are you that Ashfield District Council listens to your views and acts upon them, as a tenant?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**8) How satisfied or dissatisfied are you that Ashfield District Council keeps you informed about things that matter to you, as a tenant?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**9) To what extent do you agree or disagree with the following “my landlord treats me fairly and with respect”?**

Please select at most one answer

Please choose **all** that apply:

* Strongly agree
* Agree
* Neither agree nor disagree
* Disagree
* Strongly disagree
* Not applicable/ don’t know.

**10) Have you made a complaint to Ashfield District Council housing department in the last 12 months?**

Please select at most one answer

Please choose **all** that apply:

* Yes (Question 11 will appear below)
* No (please proceed to Question 12 below)

**11) How satisfied or dissatisfied are you with Ashfield District Council’s approach to complaints handling?**

Only answer this question if the following conditions are met:

((TP09L\_A1.NAOK == 'Y'))

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied

**12) Do you live in a building with communal areas, either inside or outside, that Ashfield District Council is responsible for maintaining?**

Please select at most one answer

Please choose **all** that apply:

* Yes (Question 13 will appear below)
* No (please proceed to Question 14 below)
* Don’t know (please proceed to Question 14 below)

**13) How satisfied or dissatisfied are you that Ashfield District Council keeps these communal areas clean and well maintained?**

Only answer this question if the following conditions are met:

((TP10L\_A1.NAOK == 'Y'))

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied

**14) How satisfied or dissatisfied are you that Ashfield District Council makes a positive contribution to your neighbourhood, as your landlord?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**15) How satisfied or dissatisfied are you with Ashfield District Council’s approach to handling anti-social behaviour, as your landlord?**

Please select at most one answer

Please choose **all** that apply:

* Very satisfied
* Fairly satisfied
* Neither satisfied nor dissatisfied
* Fairly dissatisfied
* Very dissatisfied
* Not applicable / Don’t know

**Prize Draw**

**By completing this survey, you are eligible to enter a prize draw to win a £50 shopping voucher.**

**If you enter the draw your name, email address and/or telephone number it will be used only for the purposes of administering the draw and contacting the winner. It will not be used for marketing purposes or passed to any third parties.**

**Under certain circumstances, you have rights under data protection laws in relation to your personal data including the right to receive a copy of the personal data we hold about you and the right to make a complaint at any time to the Information Commissioner's Office, the UK regulator for data protection issues (www.ico.org.uk).**

**For more information about how the Council uses your data and to learn more about your rights please see the Council's Privacy Notice link here or contact the Council’s Data Protection Officer, Ashfield District Council, Urban Road, Kirkby in Ashfield, NG17 8DA,; email DPO@ashfield.gov.uk**

**The draw will be undertaken after 1st April 2024 and the winner will be notified shortly after the draw has taken place.**

**Would like to enter the prize draw?**

**\***

Select all that apply

Please select one answer

Please choose **all** that apply:

* Yes
* No

**Please enter your name and your email address and/or phone number. \***

Only answer this question if the following conditions are met:

((G03Q18\_SQ001.NAOK == 'Y'))

Please write your answer here:

Thank you for taking the time to complete the survey, we value your feedback and your responses will be used to help us develop services in the future.

Did you know you can check on your repairs & rent account by registering to access the Tenant Portal at <https://www.ashfield.gov.uk/housing/your-tenancy/tenant-portal/>

If you have any additional feedback, comments or would like to know how you can get involved in shaping how services are delivered to tenants, please contact us at:

**E-mail:** coin@ashfield.gov.uk

**In writing:** Housing Management Team, Council Offices, Urban Road, Kirkby-in-Ashfield, Nottinghamshire. NG17 8DA

**Phone:** 01623 450000 – option 1, then 3

14-03-2024 – 08:53
Submit your survey.
Thank you for completing this survey.