

4<sup>th</sup> April 2024



**South Derbyshire District Council**

**Tenant Satisfaction Measures  
Survey Report**

**2023/24**

# Contents

<b>Executive Summary .....</b>	<b>3</b>
<b>1. Summary of TSM perception survey results.....</b>	<b>4</b>
<b>2. Overview of the survey approach and representativeness .....</b>	<b>5</b>
<b>3. Results .....</b>	<b>8</b>
3.1. [TP01] Overall satisfaction .....	8
3.2. [TP02] Satisfaction with repairs .....	10
3.3. [TP03] Satisfaction with the time taken to complete the most recent repair .....	11
3.4. [TP04] Satisfaction with the home being well maintained .....	12
3.5. [TP05] Satisfaction with the safety of the home .....	14
3.6. [TP06] Satisfaction with listening to tenant views and acting upon   them... 15	
3.7. [TP07] Satisfaction with keeping residents informed about things       ..... 16	
that matter to them.....	16
3.8. [TP08] Agreement that the landlord treats residents fairly and with       ..... 18	
respect .....	18
3.9. [TP09] Satisfaction with the landlord's approach to handling   complaints.. 18	
3.10. [TP10] Satisfaction that the landlord keeps communal areas clean    and well maintained.....	20
3.11. [TP11] Satisfaction that the landlord makes a positive contribution to       .....21	
neighbourhoods.....	21
3.12. [TP12] Satisfaction with the landlord's approach to handling anti-social       .....21	
behaviour.....	21
<b>4. Further analysis.....</b>	<b>22</b>
4.1. Key driver analysis.....	22
4.2. Benchmarking .....	25
4.3. Satisfaction trends over time.....	26
4.4. Satisfaction comparison to landlord type .....	26
4.5. Additional questions .....	27
4.5.1. Tenant perceptions of damp and mould .....	27
4.5.2. Communication preferences .....	27
<b>5. Conclusions and recommendations .....</b>	<b>28</b>
<b>Appendix 1: Sub-group analysis of overall satisfaction [TP01] .....</b>	<b>29</b>
<b>Appendix 2: Qualitative analysis of comments or suggestions for improving       .....33</b>	
<b>services .....</b>	<b>33</b>
<b>Appendix 3: Tenant Satisfaction Measures questionnaire.....</b>	<b>37</b>

This report was written by Dr Simon Williams, Associate Consultant, Housemark, and Managing Director, Service Insights Ltd. For further information, email [consultancy@housemark.co.uk](mailto:consultancy@housemark.co.uk) or telephone the Housemark data helpline on 024 7647 2707.

Telephone fieldwork undertaken for this project generated £16,529.92 of social value as calculated by the National TOM's framework. This is because the telephone contact centre employs a team of researchers with a disability or other disadvantages in the workplace.

## **Executive Summary**

South Derbyshire District Council Housing Services commissioned Housemark to carry out a Tenant Satisfaction Measures (TSMs) survey in line with the regulatory requirements provided by the Regulator of Social Housing and the Market Research Society Code of Conduct.

Based on 1,174 respondents consulted during March 2024, the following key points can be noted:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance – South Derbyshire District Council Housing Services achieved a score of **65.2%**.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were identified as:
  - i) **TP08: Agreement that the landlord treats tenants fairly and with respect (75.7%)**
  - ii) **TP05: Satisfaction that the home is safe (74.8%)**
  - iii) **TP02: Satisfaction with repairs (67.4%)**
- **Lowest scoring TSMs / high dissatisfaction:** Satisfaction with complaints handling presented relatively low levels of satisfaction (23.5%) combined with relatively high levels of dissatisfaction (63.0%).
- **Benchmarking:** When benchmarked against the Median peer group, this identified that whilst three South Derbyshire District Council Housing Services TSM scores rank *above* the TSM median peer group scores, the majority rank *below*.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction are:
  - **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**
  - **TP04: Provides a home that is well maintained** ◦ **TP02: Satisfaction with repairs**

Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

**Conclusions:** Based on feedback from the 2023/24 TSM survey, the findings suggest that whilst there are elements which are encouraging (e.g. agreement that the landlord treats tenants fairly and with respect; and satisfaction that the home is safe), clear improvements can be made, as illustrated through the benchmarking comparisons.

Recommendations for consideration are noted in Section 5.

## 1. Summary of TSM perception survey results

Figure 1: Summary of TSM satisfaction results (n=1,174)

Measure	TSM scores
---------	------------

<b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from South Derbyshire District Council housing services	65.2%
<b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from South Derbyshire District Council housing services over the last 12 months	67.4%
<b>TP03:</b> Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	63.1%
<b>TP04:</b> Proportion of respondents who report that they are satisfied that South Derbyshire District Council housing services provides a home that is well maintained	65.7%
<b>TP05:</b> Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that South Derbyshire District Council housing services provides a home that is safe	74.8%
<b>TP06:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council housing services listening to their views and acting upon them	57.7%
<b>TP07:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council housing services keeping them informed about things that matter to them	62.4%
<b>TP08:</b> Proportion of respondents who report that they agree with the statement: "South Derbyshire District Council housing services treats me fairly and with respect"	75.7%
<b>TP09:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council housing services approach to complaints handling	23.5%
<b>TP10:</b> Proportion of respondents who report that they are satisfied South Derbyshire District Council housing services keeps communal areas clean and well maintained	60.1%
<b>TP11:</b> Proportion of respondents who report that they are satisfied South Derbyshire District Council housing services make a positive contribution to their neighbourhood	58.5%
<b>TP12:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council housing services approach to handling anti-social behaviour	55.2%

## 2. Overview of the survey approach and representativeness

An overview of the survey approach is outlined in Figure 2 below, whilst the representativeness of the survey is shown over the page.

*Figure 2: Overview of the survey approach*

Feedback services provider (collecting, generating, and validating the reported perception measures)	Service Insights Ltd (independent research company) on behalf of Housemark
Survey fieldwork date	March 2024
Total surveyable population	3,834
Total sample size achieved (total number of responses)	1,174 (820 phone; 354 online)
Statistical confidence required and achieved	±4% is required overall for 2023/24. This report achieved ±2.38% (i.e. more accurate)
Reasons for any failure to meet the required sample size	Not applicable
Collection method	Mixed methods: Telephone and online surveys
Type and amount of any incentives offered	None
Sampling method	Census
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	As the tenant survey responses were considered to be representative of the wider tenant population, weighting was not required (Figure 3 seen over the page).
Any weighting applied	Weighting was not required for this report.
Questions asked	12 regulatory TSM questions  3 Additional (damp & mould; communication preferences; suggestions for improvement)
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Figure 3: Representativeness by tenant population and survey response profiles

Tenant Population Profile			Survey Response Profile		
	Count	Percentage		Count	Percentage
<b>Ethnicity</b>					
Unknown	5	0.1%	Unknown	1	0.1%
Asian Other	3	0.1%	Asian Other	0	0.0%

Black African	7	0.2%	Black African	2	0.2%
Black Caribbean	6	0.2%	Black Caribbean	2	0.2%
Black Other	2	0.1%	Black Other	1	0.1%
Gypsy / Traveller	1	0.0%	Gypsy / Traveller	0	0.0%
Misc	11	0.3%	Misc	5	0.4%
Mixed Other	5	0.1%	Mixed Other	2	0.0%
Not Stated	113	2.9%	Not Stated	37	3.2%
Other Ethnic Origin	7	0.2%	Other Ethnic Origin	1	0.1%
Pakistani	1	0.0%	Pakistani	1	0.1%
White & Asian	7	0.2%	White & Asian	2	0.2%
White & Black Carib	6	0.2%	White & Black Carib	3	0.3%
White British	3635	94.8%	White British	1108	94.4%
White Irish	1	0.0%	White Irish	0	0.0%
White Other	24	0.6%	White Other	9	0.8%
<b>Total</b>	<b>3834</b>	<b>100.00%</b>	<b>Total</b>	<b>1174</b>	<b>100.00%</b>
<b>Gender</b>					
Male	1551	40.5%	Male	506	43.1%
Female	2282	59.5%	Female	668	56.9%
<b>Total</b>	<b>3833</b>	<b>100.0%</b>	<b>Total</b>	<b>1174</b>	<b>100.0%</b>
<b>Property Type</b>					
Bungalow	910	23.7%	Bungalow	304	25.9%
First Floor Bedsit	4	0.1%	First Floor Bedsit	1	0.1%
First Floor Flat	404	10.5%	First Floor Flat	145	12.4%
Ground Floor Bedsit	2	0.1%	Ground Floor Bedsit	2	0.2%
Ground Floor Flat	446	11.6%	Ground Floor Flat	160	13.6%
House	2020	52.7%	House	540	46.0%
Second Floor Flat	40	1.0%	Second Floor Flat	18	1.5%
Temporary Accommodation	8	0.2%	Temporary Accommodation	4	0.3%
<b>Total</b>	<b>3834</b>	<b>100.0%</b>	<b>Total</b>	<b>1174</b>	<b>100.0%</b>

*Continued over the page...*

*Continued from the previous page...*

<b>Tenant Population Profile</b>	<b>Survey Response Profile</b>
----------------------------------	--------------------------------

	Count	Percentage		Count	Percentage
<b>Ward</b>					
Aston On Trent	141	3.7%	Aston On Trent	50	4.3%
Church Gresley	215	5.6%	Church Gresley	63	5.4%
Etwall	123	3.2%	Etwall	41	3.5%
Hartshorne & Ticknall	419	10.9%	Hartshorne & Ticknall	120	10.2%
Hatton	133	3.5%	Hatton	48	4.1%
Hilton	86	2.2%	Hilton	32	2.7%
Linton	288	7.5%	Linton	80	6.8%
Melbourne	233	6.1%	Melbourne	80	6.8%
Midway	469	12.2%	Midway	124	10.6%
Newhall & Stanton	551	14.4%	Newhall & Stanton	153	13.0%
North-West	7	0.2%	North-West	0	0.0%
Repton	69	1.8%	Repton	24	2.0%
Seales	297	7.7%	Seales	88	7.5%
Swadlincote	543	14.2%	Swadlincote	178	15.2%
Willington & Findern	108	2.8%	Willington & Findern	29	2.5%
Woodville	152	4.0%	Woodville	64	5.5%
<b>Total</b>	<b>3834</b>	<b>100.0%</b>	<b>Total</b>	<b>1174</b>	<b>100.0%</b>
<b>Age Band</b>					
25-34	374	9.8%	35-34	105	8.9%
35-44	529	13.8%	35-44	167	14.2%
45-54	607	15.8%	45-54	151	12.9%
55-64	721	18.8%	55-64	227	19.3%
65-74	680	17.7%	65-74	234	19.9%
75-84	618	16.1%	75-84	202	17.2%
85+	254	6.6%	85+	70	6.0%
Under 25	51	1.3%	Under 25	18	1.5%
<b>Total</b>	<b>3834</b>	<b>100.0%</b>	<b>Total</b>	<b>1174</b>	<b>100.0%</b>

### 3. Results

**NOTE:** This report presents detailed scores to one decimal place. Please note that percentage scores may not always add up to 100%. For example, three equal responses would give percentages of 33.3% each, giving 99.9%. When applying weighting, rounding issues can also apply to counts, where individual response counts may not add up to total base counts. **All results shown are unweighted scores.**

#### 3.1. [TP01] Overall satisfaction



Overall satisfaction is often seen as the key measure of service performance, as perceived by residents in receipt of services provided. Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by South Derbyshire District Council Housing Services?”. Figures 4 and 5 show that **a total of 65.2%% (766 respondents) were satisfied**, compared to a total of 20.7% (243 respondents) who were dissatisfied, and a further 14.1% (165 respondents) who were neither satisfied nor dissatisfied.

Figure 4: Overall satisfaction (n=1,174)

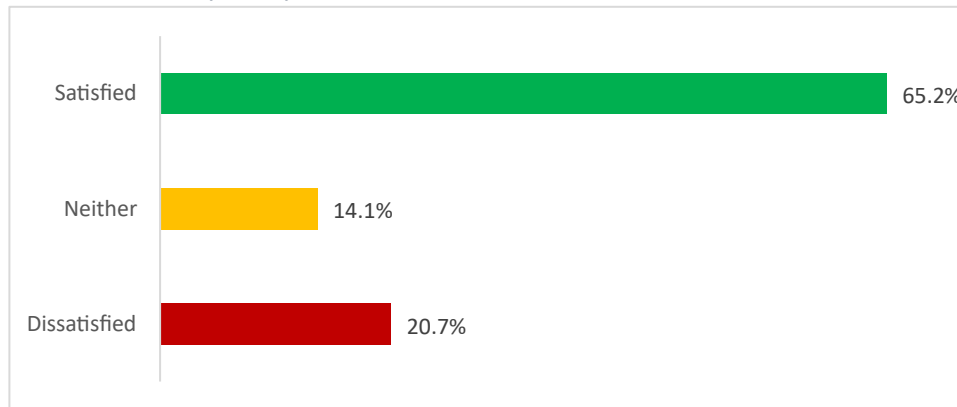
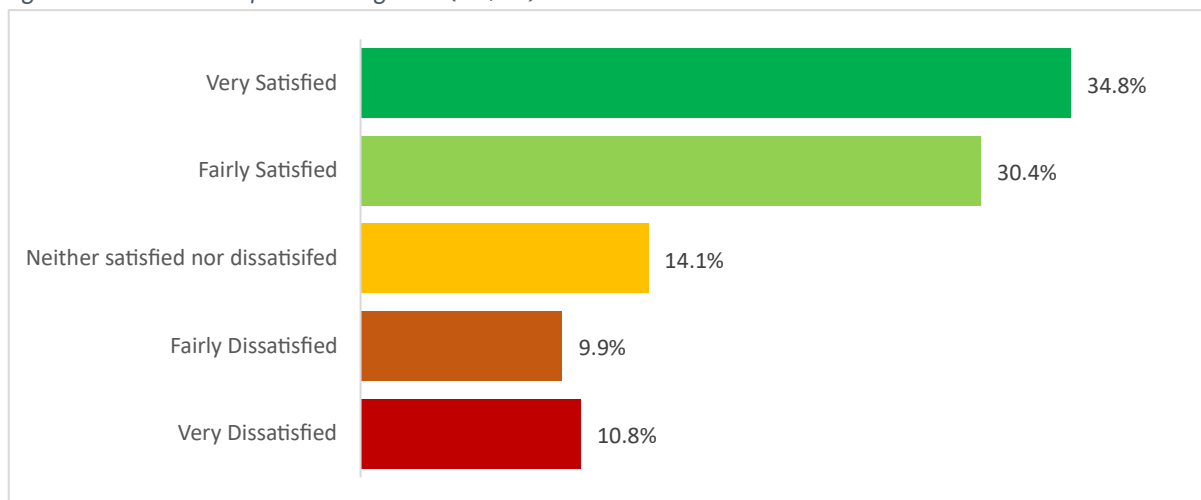


Figure 5: Individual response categories (n=1,174)



### 3.2. [TPO2] Satisfaction with repairs

Residents were asked, *"Has South Derbyshire District Council Housing Services carried out a repair to your home in the last 12 months?"*. A total of 61.9% (727 respondents) stated 'Yes' compared to 38.1% (447 respondents) who stated 'No'.

Those who stated 'Yes' were then asked, *"How satisfied or dissatisfied are you with the overall repairs service from South Derbyshire District Council Housing Services over the last 12 months?"*. Figures 6 and 7 show that **a total of 67.4% (489 respondents) were satisfied**, compared to a total of 22.8% (166 respondents) dissatisfied, and a further 9.8% (71 respondents) who were neither satisfied nor dissatisfied.

Figure 6: Satisfaction with the repairs service received in the last 12 months (n= 726)

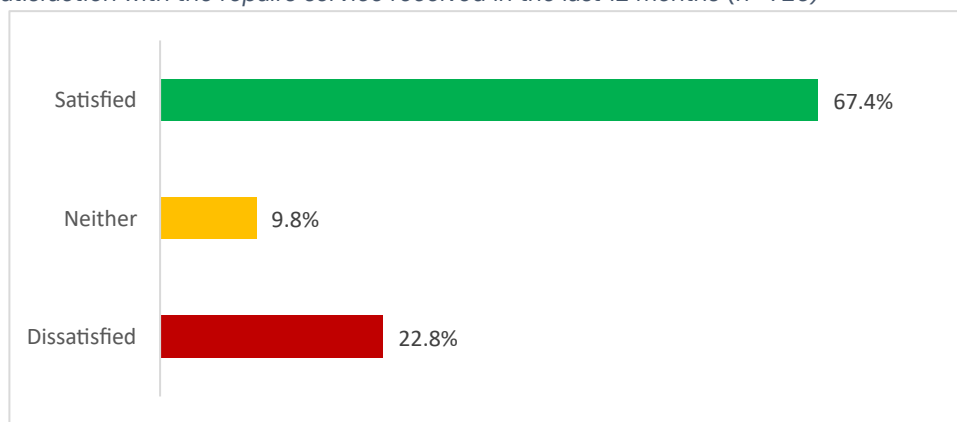
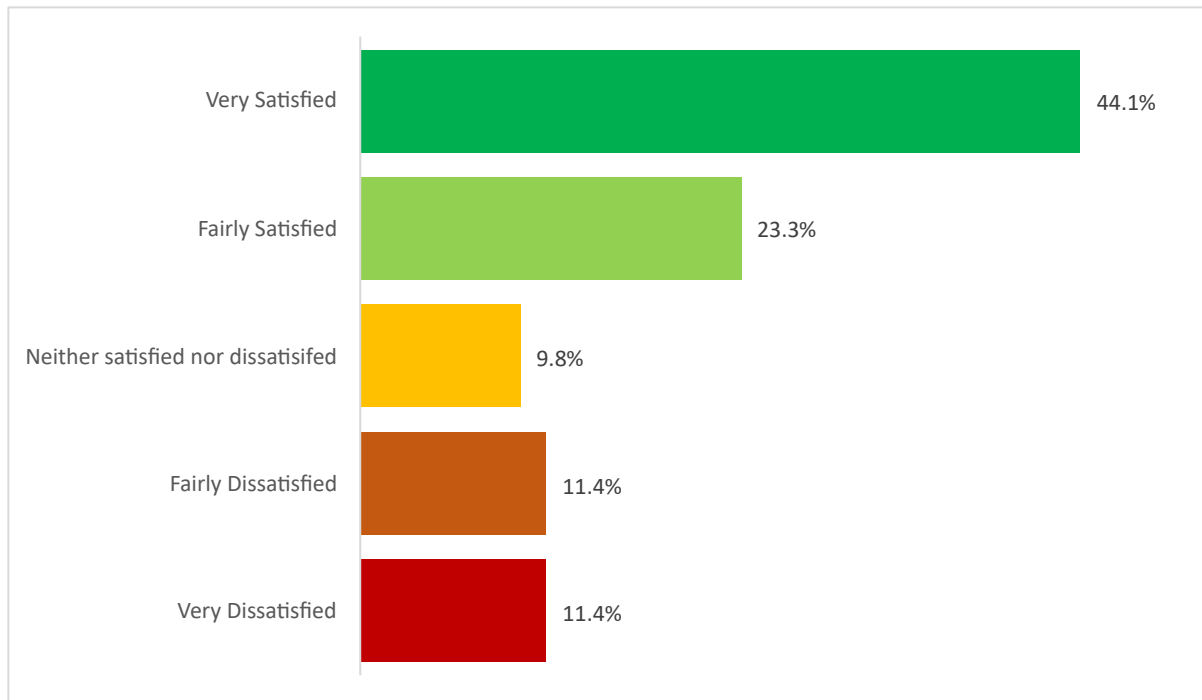


Figure 7: Individual response categories (n= 726)



### 3.3. [TPO3] Satisfaction with the time taken to complete the most recent repair

Of those residents who previously stated they had a repair carried out to their home in the last 12 months, residents were then asked, "How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?".

Figures 8 and 9 show that **a total of 63.2% (455 respondents) were satisfied**, compared to a total of 27.6% (199 respondents) dissatisfied, and a further 9.3% (67 respondents) who were neither satisfied nor dissatisfied.

Figure 8: Satisfaction with the time taken to complete the most recent repair (n= 721)

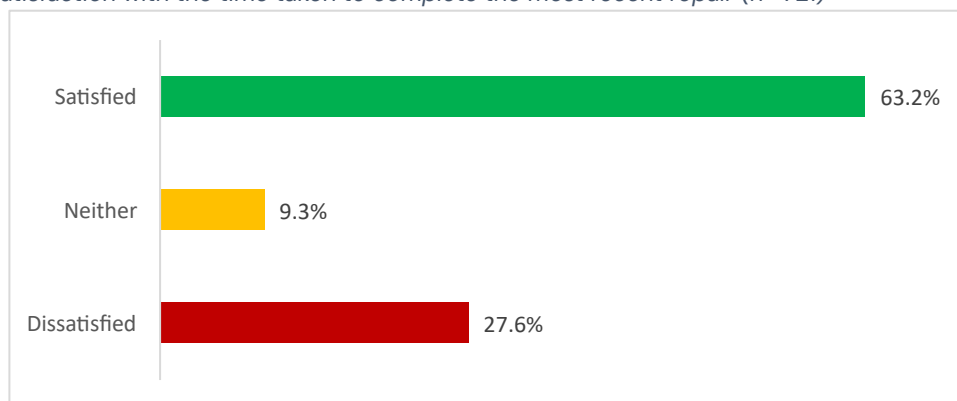
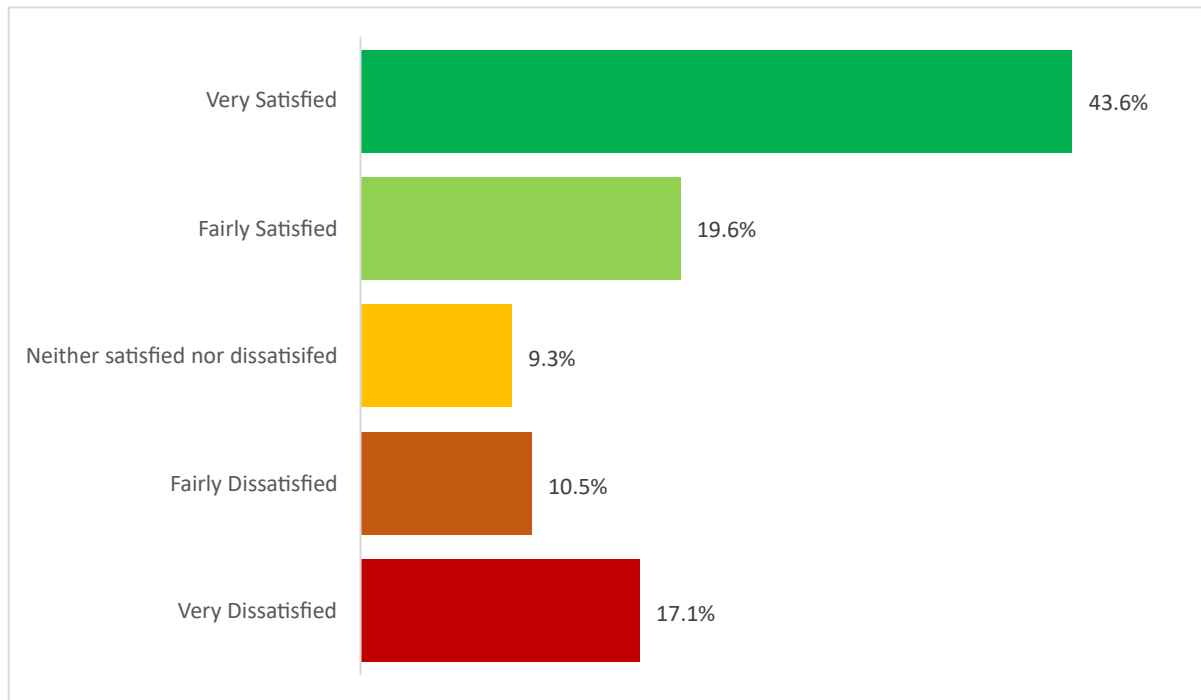


Figure 9: Individual response categories (n= 721)



### 3.4. [TPO4] Satisfaction with the home being well maintained

Residents were asked, "How satisfied or dissatisfied are you that South Derbyshire District Council Housing Services provides a home that is well maintained?".

Figure 10 and 11 show that **a total of 65.8% (764 respondents) were satisfied**, compared to 20.5% (239 respondents) dissatisfied, and a further 13.7% (159 respondents) who were neither satisfied nor dissatisfied.

Figure 10: Satisfaction that the home is well maintained (n=1,162)

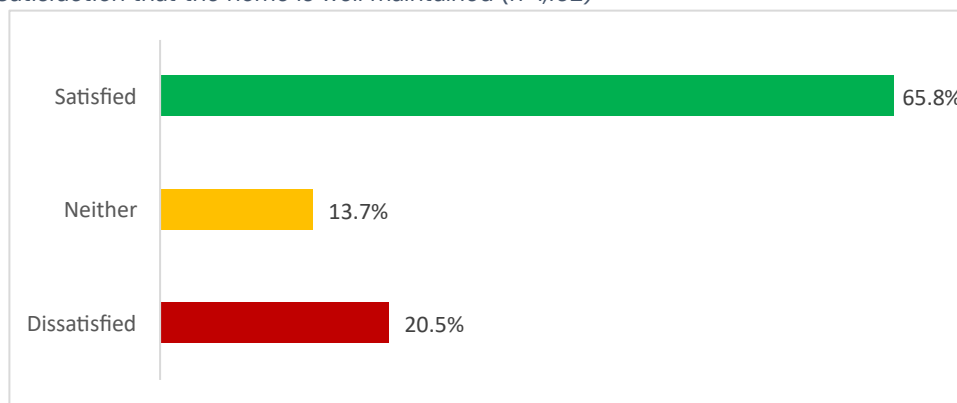
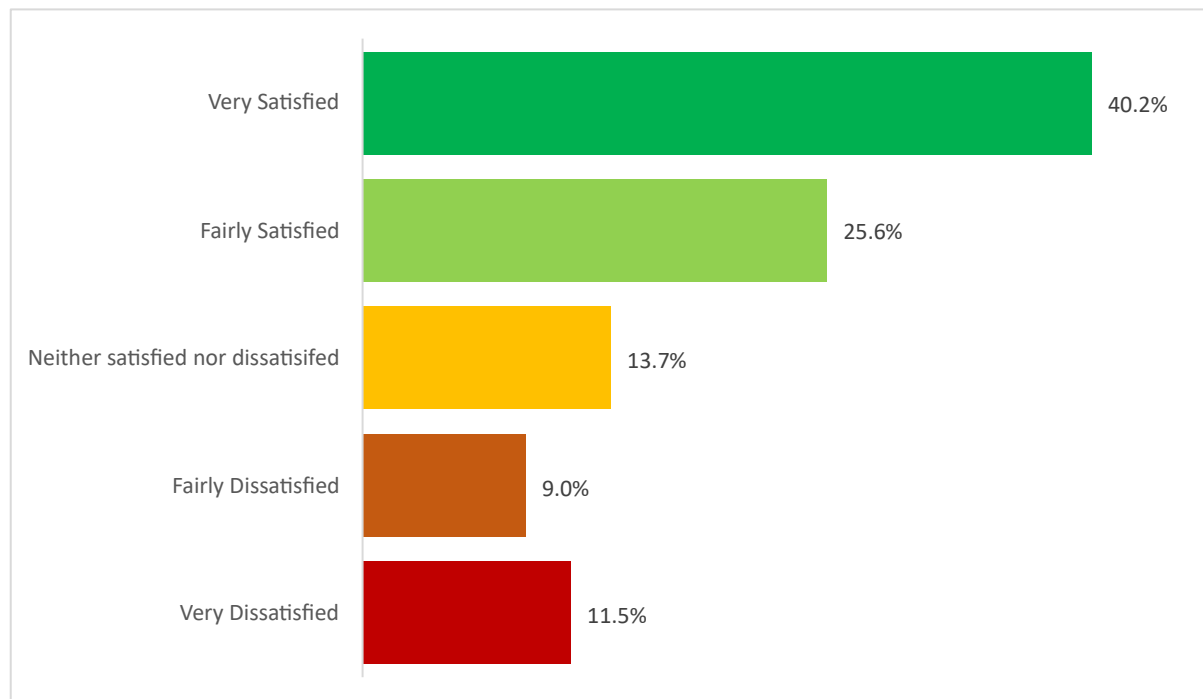


Figure 11: Individual response categories (n=1,162)



### 3.5. [TP05] Satisfaction with the safety of the home

Residents were asked, *"Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Derbyshire District Council Housing Services provides a home that is safe?"*.

Figure 12 and 13 show that **a total of 74.7% (865 respondents) were satisfied**, compared to a total of 15.6% (181 respondents) dissatisfied, and a further 9.6% (111 respondents) who were neither satisfied nor dissatisfied.

Figure 12: Satisfaction that the home is safe (n= 1,157)

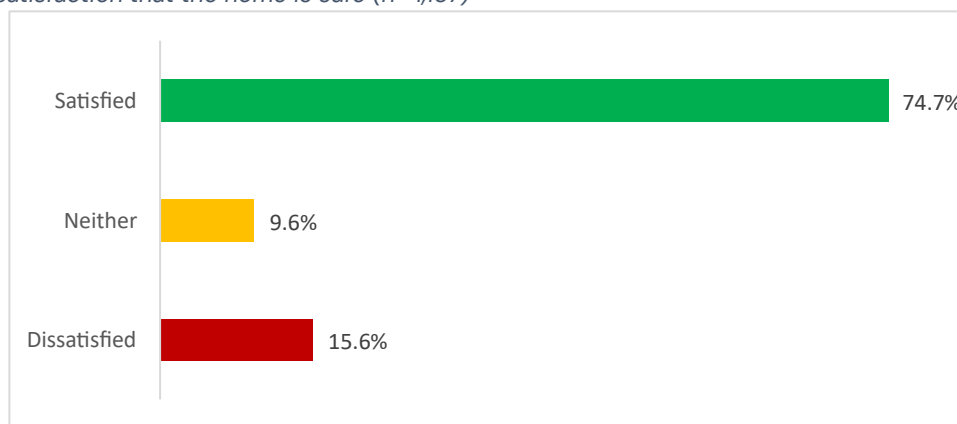
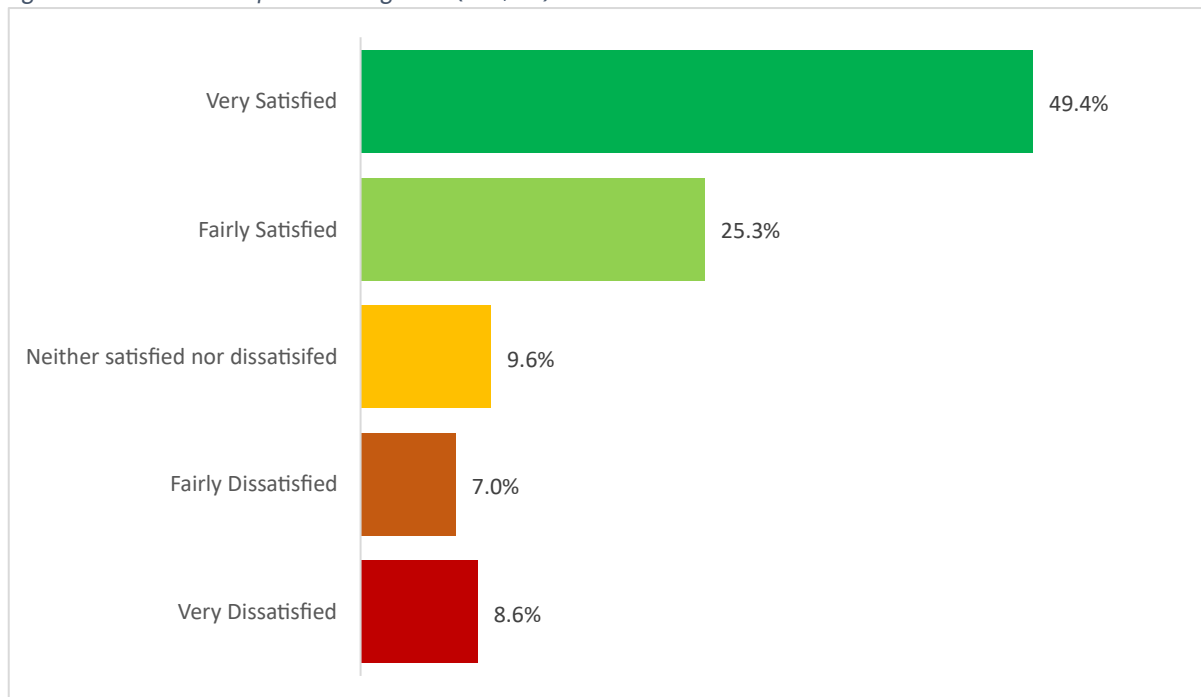


Figure 13: Individual response categories (n= 1,157)



### 3.6. [TP06] Satisfaction with listening to tenant views and acting upon them

Residents were asked, *"How satisfied or dissatisfied are you that South Derbyshire District Council Housing Services listens to your views and acts upon them?"*.

Figures 14 and 15 show that **a total of 57.6% (609 respondents) were satisfied**, compared to 27.1% (286 respondents) dissatisfied, and a further 15.2% (161 respondents) who were neither satisfied nor dissatisfied.

Figure 14: Satisfaction with listening to tenant views and acting upon them (n= 1,056)

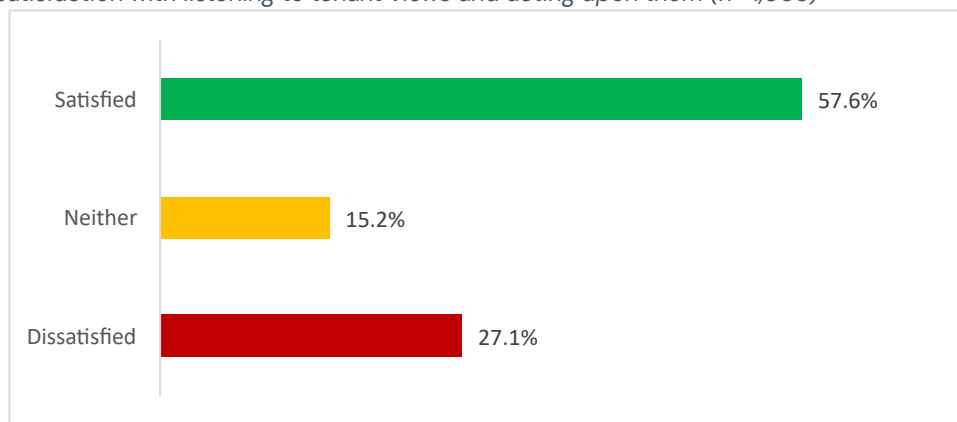
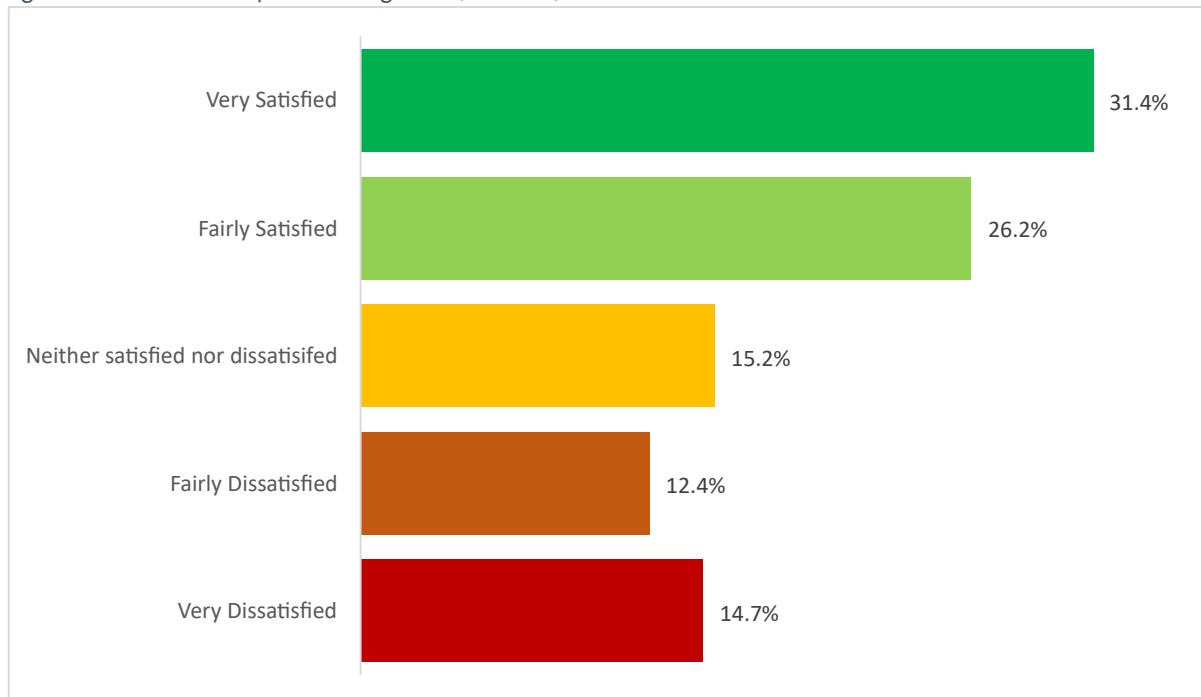


Figure 15: Individual response categories (n= 1,056)



### 3.7. [TP07] Satisfaction with keeping residents informed about things that matter to them

Residents were asked, “How satisfied or dissatisfied are you that South Derbyshire District Council Housing Services service keeps you informed about things that matter to you?”.

Figure 16 and 17 show that **a total of 62.5% (678 respondents) were satisfied**, compared to a total of 22.3% (242 respondents) dissatisfied, and a further 15.3% (166 respondents) who were neither satisfied nor dissatisfied.

Figure 16: Satisfaction with residents informed about things that matter to them (n= 1,086)

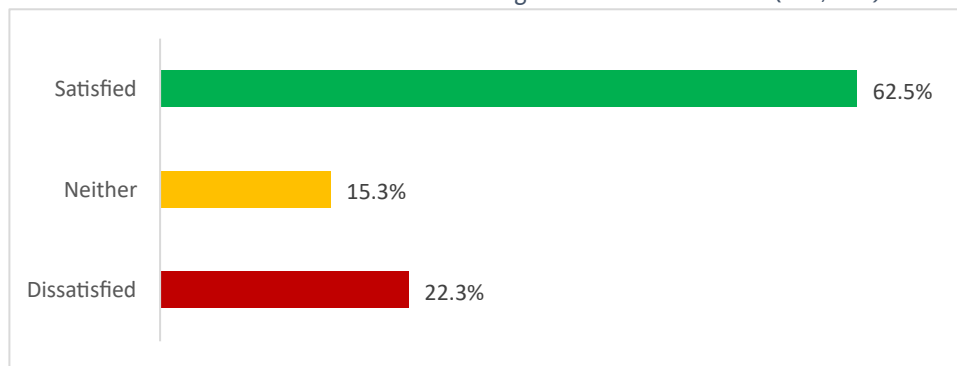
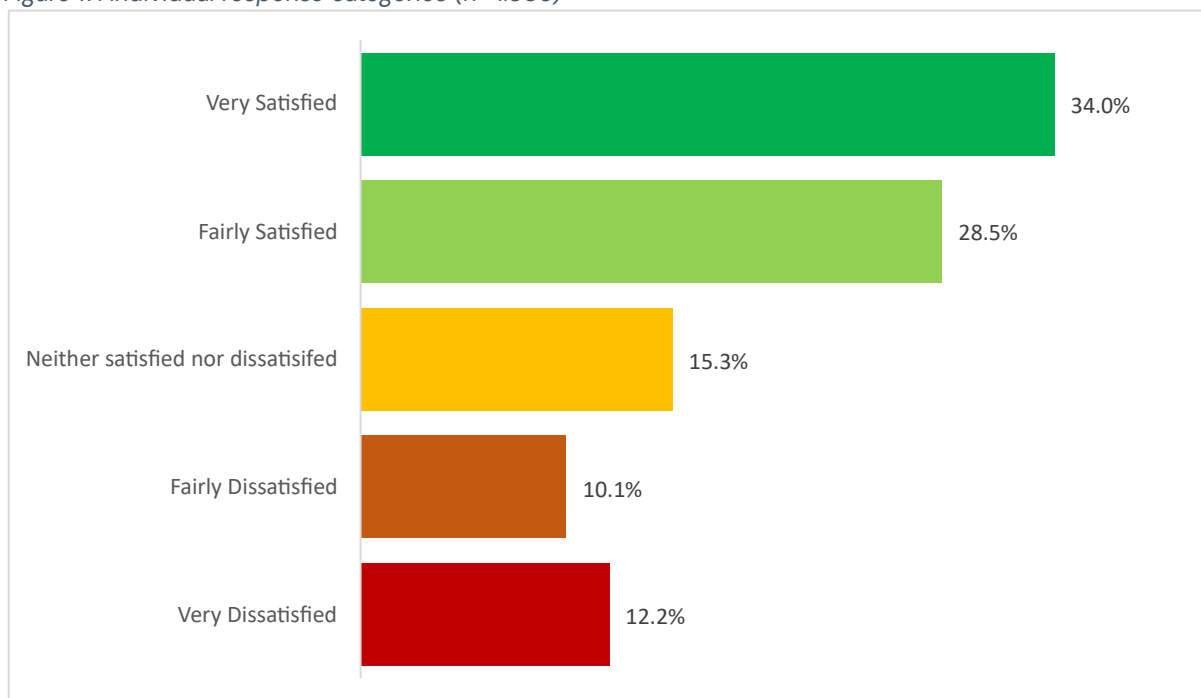


Figure 17: Individual response categories (n= 1,086)







### 3.8. [TP08] Agreement that the landlord treats residents fairly and with respect

Residents were asked, *“To what extent do you agree or disagree with the following: “South Derbyshire District Council Housing Services treats me fairly and with respect?”.*

Figures 18 and 19 show that **a total of 75.7% (854 respondents) agreed**, compared to a total of 10.3% (116 respondents) who disagreed, and a further 14.0% (158 respondents) who neither agreed nor disagreed.

Figure 18: Agreement that the landlord treats residents fairly and with respect (n= 1,128)

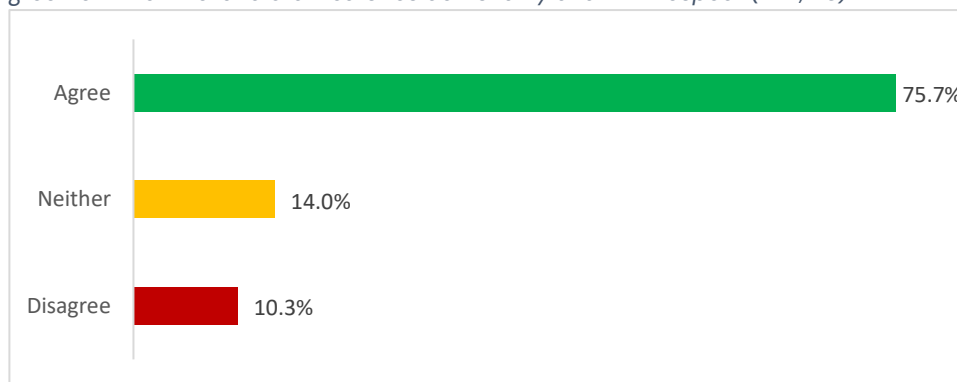
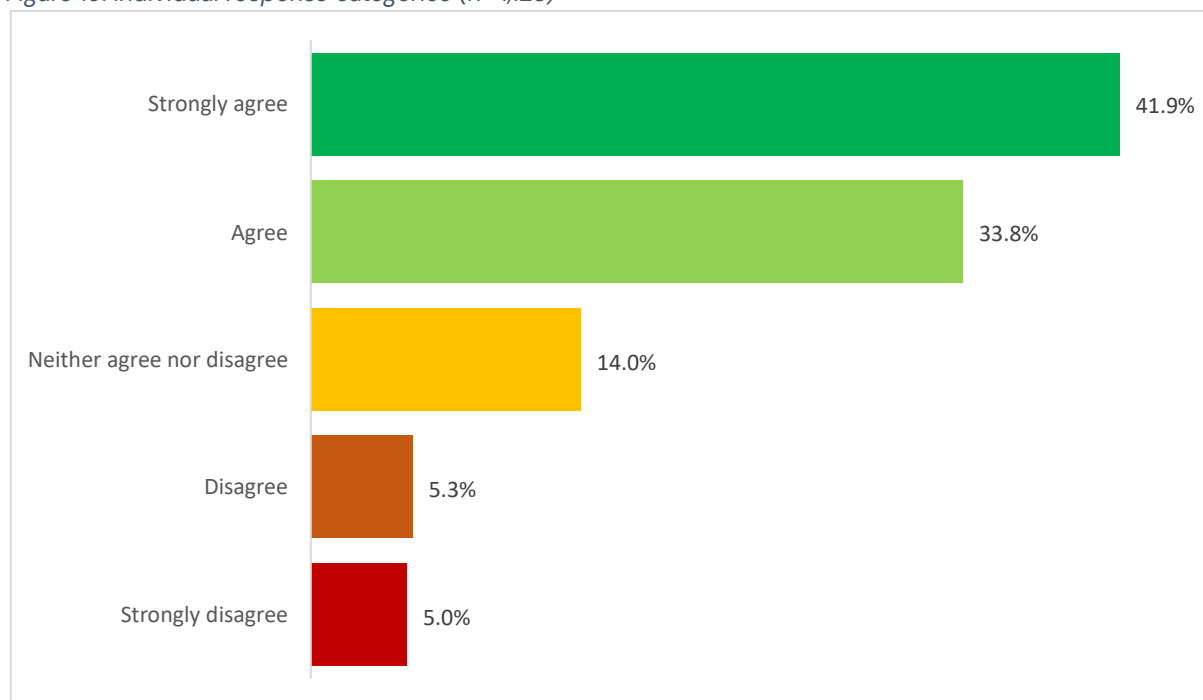


Figure 19: Individual response categories (n= 1,128)



### 3.9. [TP09] Satisfaction with the landlord’s approach to handling complaints

Residents were asked, “Have you made a complaint to South Derbyshire District Council Housing Services in the last 12 months?”. A total of 23.5% (271 respondents) stated ‘Yes’ compared to 76.5% (883 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with South Derbyshire District Council Housing Services approach to complaints handling?”.

Figures 20 and 21 show that **a total of 23.5% (63 respondents) were satisfied**, compared to a total of 63.0% (169 respondents) dissatisfied, and a further 13.4% (36 respondents) who were neither satisfied nor dissatisfied.

Figure 20: Satisfaction with the landlord’s approach to handling complaints (n= 268)

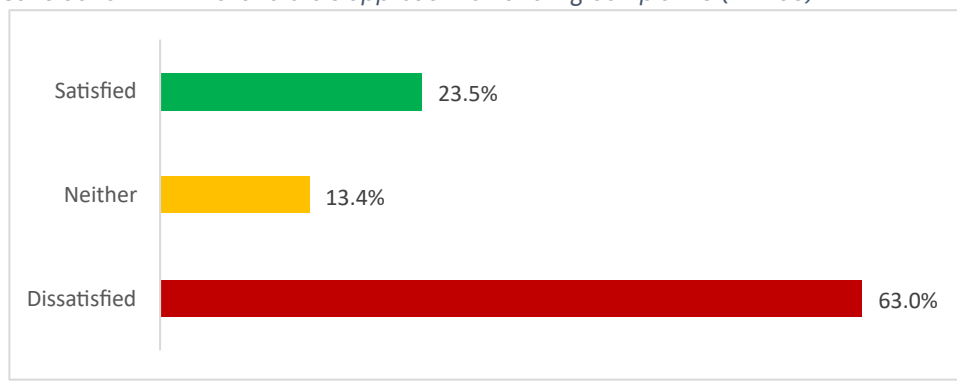
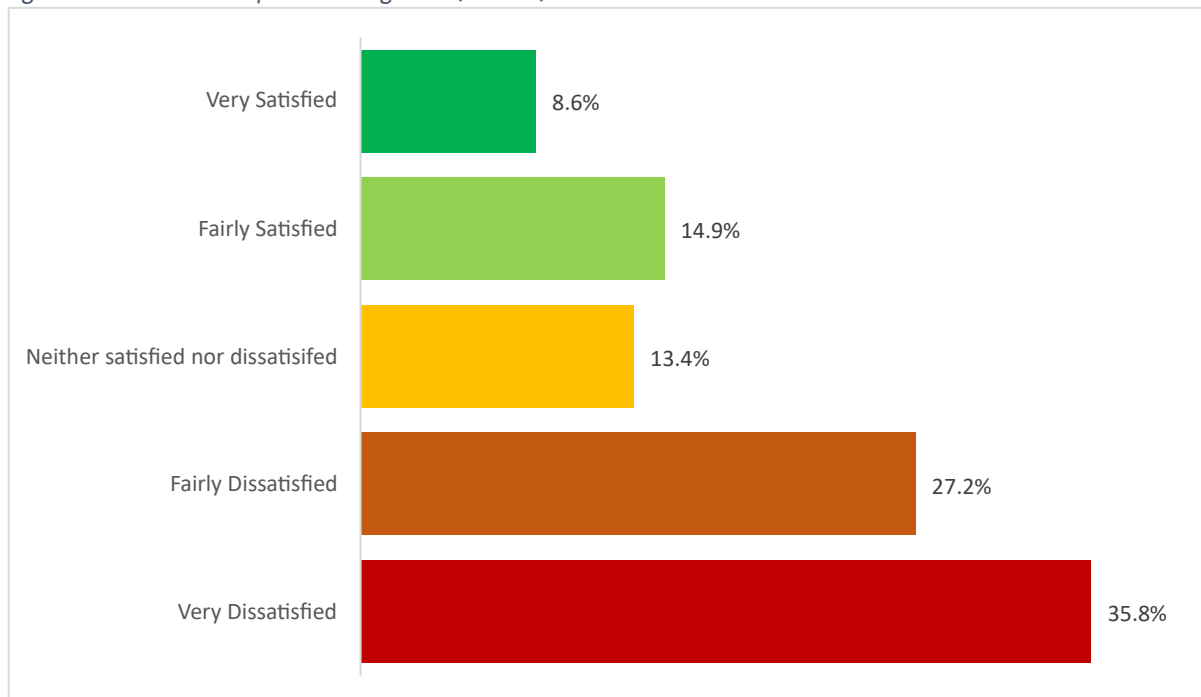


Figure 21: Individual response categories (n= 268)



### 3.10. [TP10] Satisfaction that the landlord keeps communal areas clean and well maintained

Residents were asked, *“Do you live in a building with communal areas, either inside or outside, that South Derbyshire District Council Housing Services is responsible for maintaining?”*. A total of 33.0% (381 respondents) stated ‘Yes’ compared to 62.7% (723 respondents) who stated ‘No’. A further 4.3% (50 respondents) stated that they didn’t know. Those who stated ‘Yes’ were then asked, *“How satisfied or dissatisfied are you that South Derbyshire District Council Housing Services keeps these communal areas clean and well maintained?”*.

Figures 22 and 23 show that **a total of 60.1% (226 respondents) were satisfied**, compared to a total of 24.7% (93 respondents) dissatisfied, and a further 15.2% (57 respondents) who were neither satisfied nor dissatisfied.

Figure 22: Satisfaction that the landlord keeps communal areas clean and well maintained (n= 376)

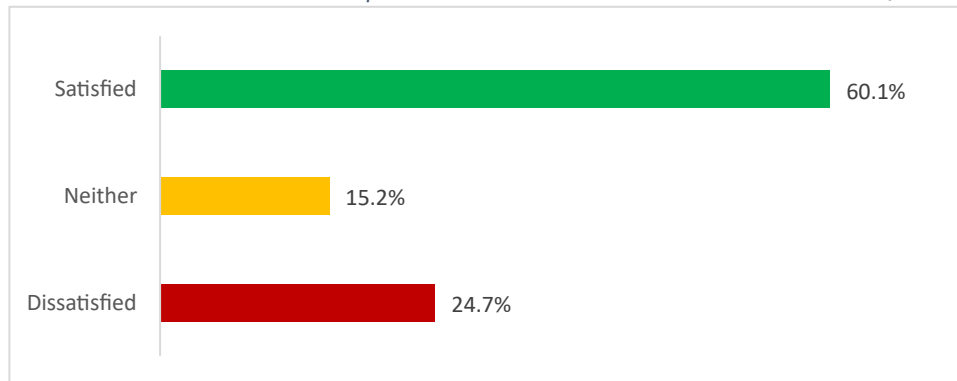
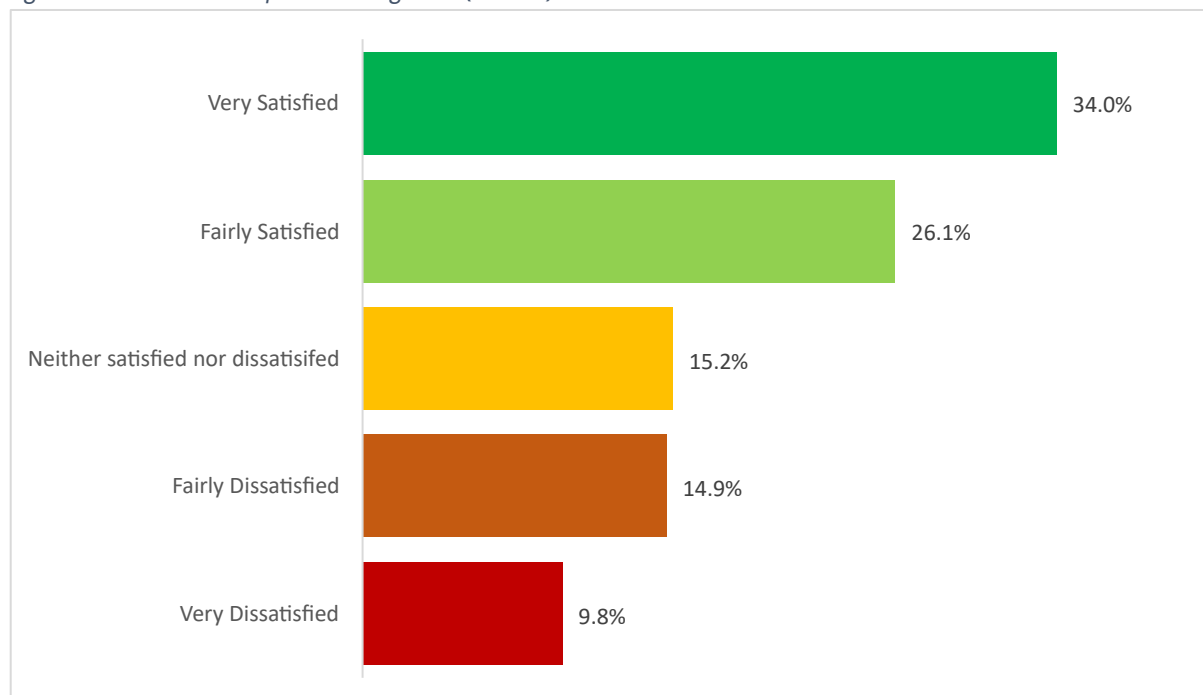


Figure 23: Individual response categories (n= 376)



### 3.11. [TP11] Satisfaction that the landlord makes a positive contribution to neighbourhoods

Residents were asked, “How satisfied or dissatisfied are you that South Derbyshire District Council Housing Services make a positive contribution to your neighbourhood?”.

Figures 24 and 25 show that **a total of 58.5% (591 respondents) were satisfied**, compared to a total of 18.1% (183 respondents) dissatisfied, and a further 23.4% (237 respondents) who were neither satisfied nor dissatisfied.

Figure 24: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n= 1,011)

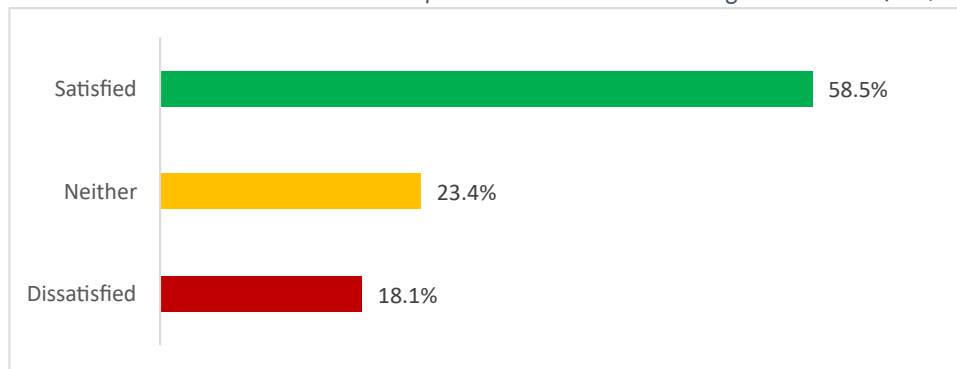
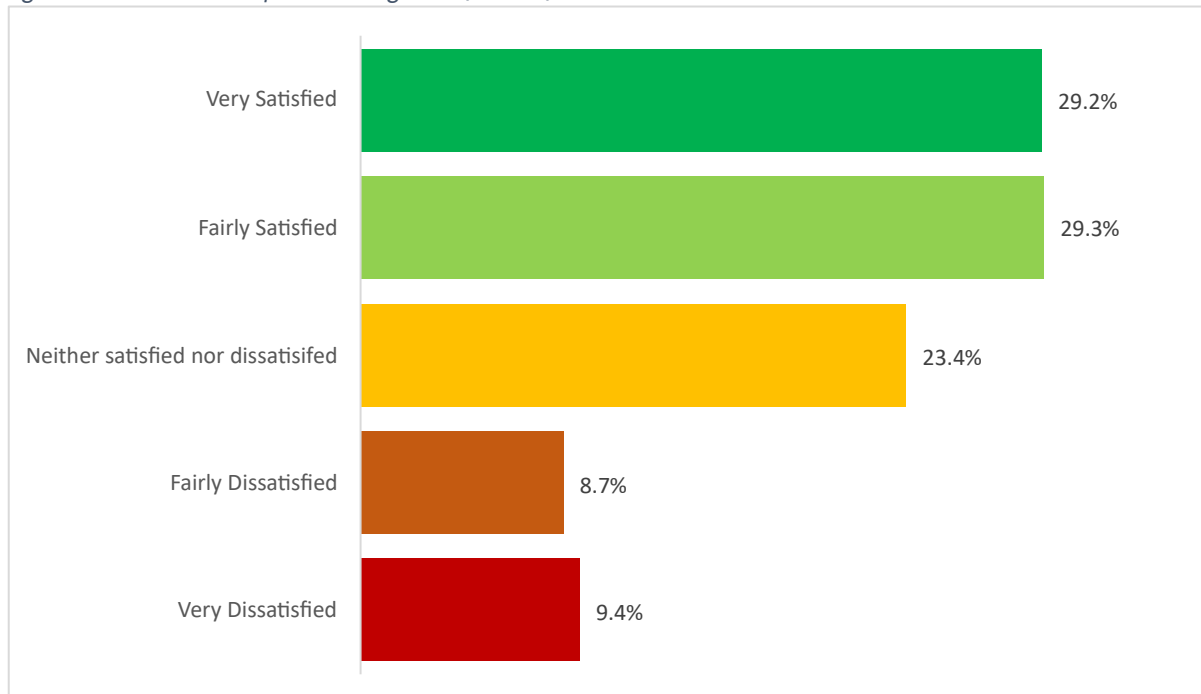


Figure 25: Individual response categories (n= 1,011)



### 3.12. [TP12] Satisfaction with the landlord’s approach to handling anti-social behaviour

Residents were asked, “How satisfied or dissatisfied are you with South Derbyshire District Council Housing Services approach to handling anti-social behaviour?”.

Figures 26 and 27 show that **a total of 55.2% (400 respondents) were satisfied**, compared to a total of 22.4% (162 respondents) dissatisfied, and a further 22.4% (162 respondents) who were neither satisfied nor dissatisfied.

Figure 26: Satisfaction with the landlord's approach to handling anti-social behaviour (n= 724)

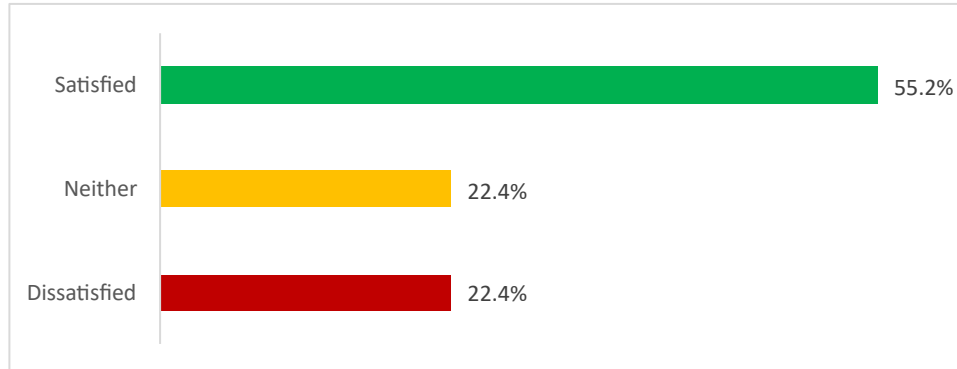
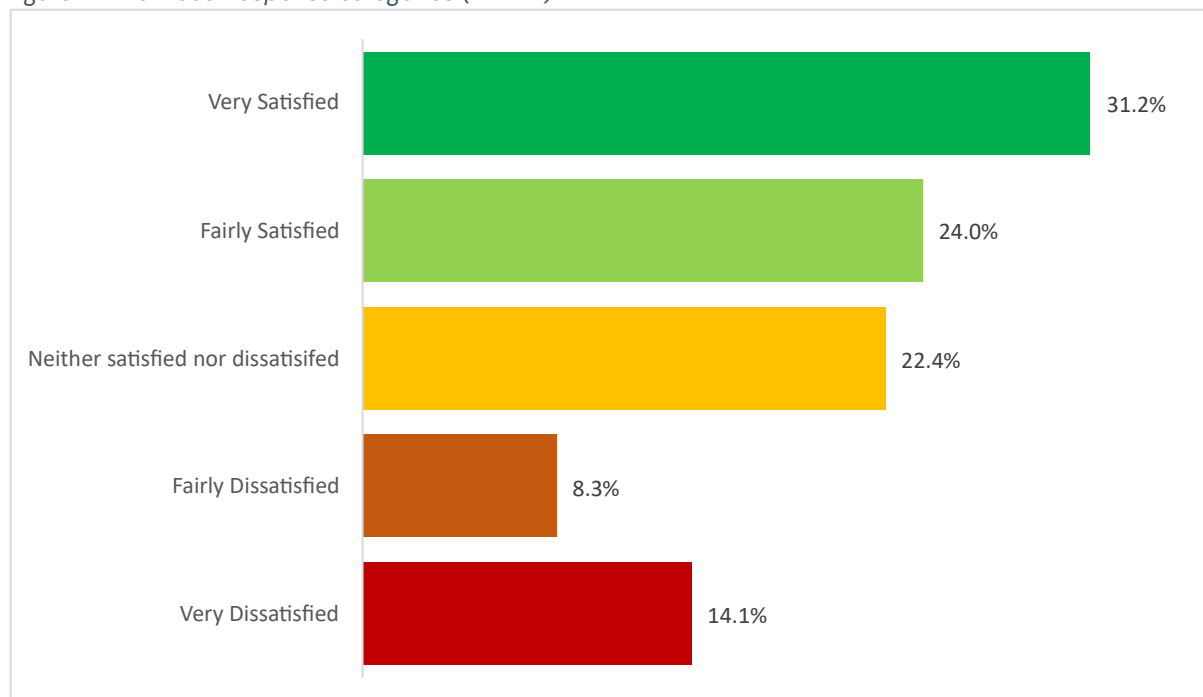


Figure 27: Individual response categories (n= 724)



## 4. Further analysis

### 4.1. Key driver analysis

Customer satisfaction can provide great insight into residents’ perspectives and their experiences with services. Key driver analysis takes this insight a step further by

exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of 'what influences overall satisfaction?' this can be achieved by undertaking a correlation analysis (known as a Pearson's  $r$ ) of the relationship between overall satisfaction and each of the other core variables in the survey. Correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics, it is generally accepted that the following scale can be used to estimate the effect size:

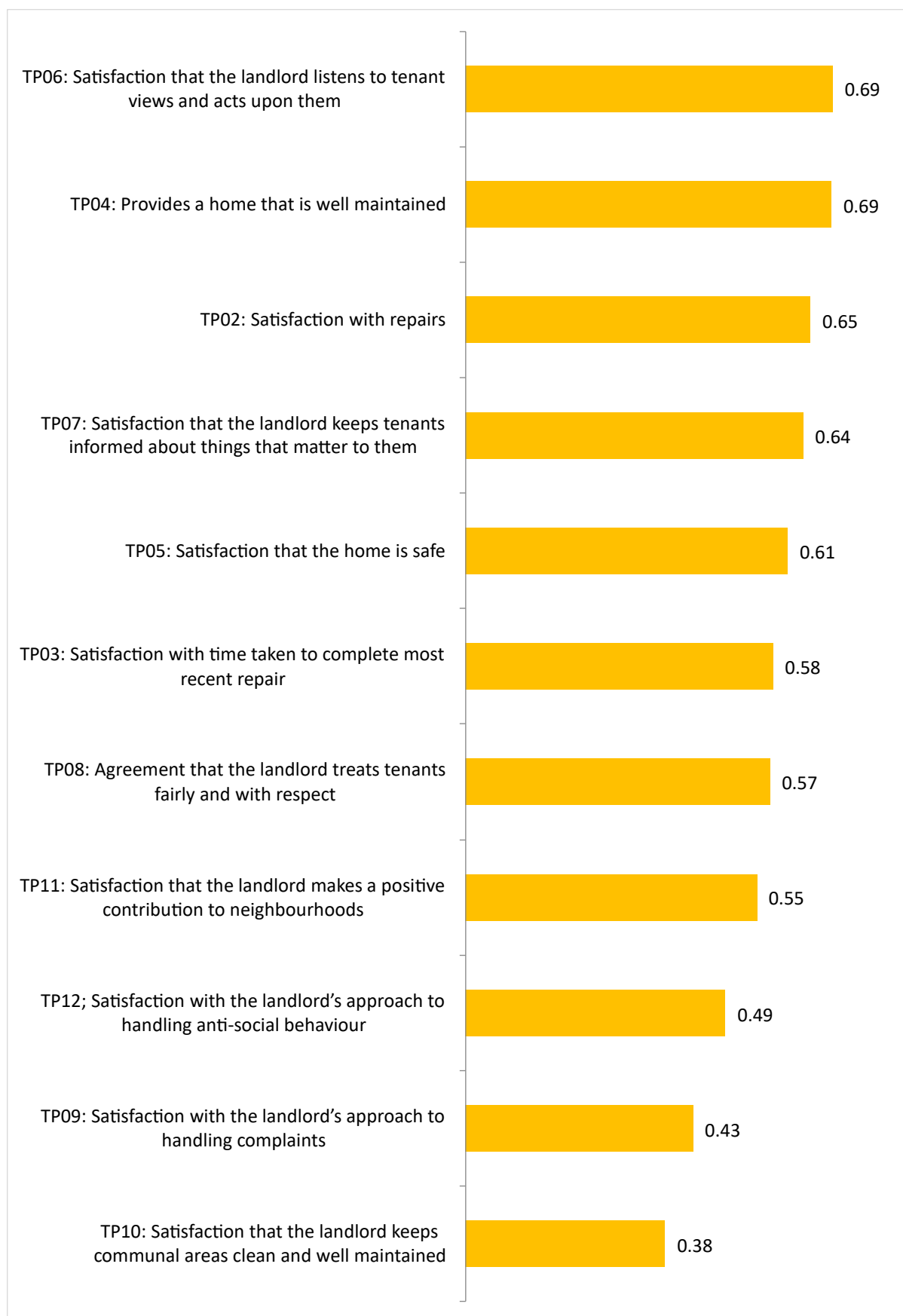
If  $r = +/- .5$  it has a large effect  
If  $r = +/- .3$  it has a medium effect  
If  $r = +/- .1$  it has a small effect

When looking at the key driver results (seen over the page), it is firstly worth noting that all the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies **TPO6: Satisfaction that the landlord listens to tenant views and acts upon them**; **TPO4: Provides a home that is well maintained**; and **TPO2: Satisfaction with repairs**. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

Thirdly and finally, whilst **TP09: Satisfaction with the landlord's approach to handling complaints** achieved the lowest satisfaction score, Figure 28 suggests that complaints handling is relatively speaking *not* a strong driver of overall satisfaction compared to other factors (ranking second last in the key driver analysis). Despite this, complaints handling should still be considered as an essential element of any service offer due to the importance of quickly resolving service failures for residents whilst presenting opportunities to integrate longer term learning for the organisation.

*Figure 28: Key driver analysis*





## 4.2. Benchmarking

Benchmarking provides additional insight and context for how service performance compares to similar organisations. When benchmarking South Derbyshire District Council Housing Services scores against the Median peer group, which include central, LA's only, with less than 10,000 units (Figure 29), this identifies that whilst three TSM scores rank *above* the TSM median peer group scores, the majority rank below.

Figure 29: South Derbyshire District Council Housing Services benchmarked against median peer group

Measure	Median peer group (Central, LAs only, with less than 10,000 units)	SDDC TSM scores 2023/24	Diff vs. Median for peer group
<b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from South Derbyshire District Council Housing Services.	69.4%	65.2%	<b>-4.2%</b>
<b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from South Derbyshire District Council Housing Services over the last 12 months	75.4%	67.4%	<b>-8.0%</b>
<b>TP03:</b> Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	68.8%	63.1%	<b>-5.7%</b>
<b>TP04:</b> Proportion of respondents who report that they are satisfied that South Derbyshire District Council Housing Services provides a home that is well maintained	67.5%	65.7%	<b>-1.8%</b>
<b>TP05:</b> Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that South Derbyshire District Council Housing Services provides a home that is safe	77.4%	74.8%	<b>-2.6%</b>
<b>TP06:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council Housing Services listening to their views and acting upon them	57.0%	57.7%	<b>0.7%</b>
<b>TP07:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council Housing Services keeping them informed about things that matter to them	65.2%	62.4%	<b>-2.8%</b>
<b>TP08:</b> Proportion of respondents who report that they agree with the statement: "South Derbyshire District Council Housing Services treats me fairly and with respect"	71.6%	75.7%	<b>4.1%</b>
<b>TP09:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council Housing Service's approach to complaints handling	28.2%	23.5%	<b>-4.7%</b>
<b>TP10:</b> Proportion of respondents who report that they are satisfied South Derbyshire District Council Housing Services keeps communal areas clean and well maintained	66.0%	60.1%	<b>-5.9%</b>
<b>TP11:</b> Proportion of respondents who report that they are satisfied South Derbyshire District Council Housing Services make a positive contribution to their neighbourhood	58.0%	58.5%	<b>0.5%</b>

<b>TP12:</b> Proportion of respondents who report that they are satisfied with South Derbyshire District Council Housing Service's approach to handling anti-social behaviour	52.0%	55.2%	3.2%
---	-------	-------	------

### 4.3. Satisfaction trends over time

When considering wider overall satisfaction scores in Housemark's mid-year report from November 2023 (Figure 30), it can be seen that this has been declining over the last five years. Although a number of factors may have influenced this trend (Covid, economic downturn, cost of living and energy crisis, etc...), fundamentally landlords are not consistently meeting the needs of tenants.

Figure 30: Median overall satisfaction since 2018/19



### 4.4. Satisfaction comparison to landlord type

Finally, again drawing upon Housemark's mid-year report, consideration can be given to landlord type (Figure 31). It is worth noting that while the quality of service is key, the landlord's operating context – its size, type, location, and tenant population – will also influence results.

Figure 31: Median overall satisfaction by landlord type



#### 4.5. Additional questions

In addition to the twelve TSM questions, three additional questions were also asked. These included the topics of damp and mould, communication preferences, and a free text / open question asking for any further comments or suggestions for improvement. These are outlined below in the order they were asked in the questionnaire.

##### 4.5.1. Tenant perceptions of damp and mould

Tenants were asked, *"Do you have any safety concerns about damp or mould in your home?"*. From this, **31.2% (362 respondents) stated 'Yes'** compared to 65.6% (761 respondents) who stated 'No'. A further 3.2% (37 respondents) stated that they 'didn't know'.

This provides an opportunity for South Derbyshire District Council Housing Services to contact those tenants expressing a concern.

##### 4.5.2. Communication preferences

Tenants were asked, *"Please tell us about your communication preferences [Tick all that apply]"*, and offered a range of eight options and a further option of 'Other' (leading to a free text box to state a response in their own words).

This suggests that telephone, letter, and email are the three highest ranking communication preferences, as illustrated in Figure 32. This is interesting because despite a general push within the social housing sector towards digital forms of communication (such as tenant portals or email-based communications), traditional methods seem to be preferred by the majority of South Derbyshire District Council tenants.

Figure 32: Tenant communication preferences (n=1,149)

	Percentage	Count
Telephone	67.7%	778
Letter	49.6%	570
Email	44.4%	510
Text message	37.2%	428
In person	30.5%	350
Newsletter	21.1%	242
Tenant Portal	7.5%	86
Social media	5.5%	63
Other	0.3%	4

Note: More than one response could be given to this question

For 'Other', only one comment listed a different method ("*Through the Warden*"), whilst the other three responses related to other methods already listed.

## 5. Conclusions and recommendations

This report has presented feedback from the South Derbyshire District Council Housing Services 2023/24 TSM survey. The process followed regulatory TSM guidance and the Market Research Society Code of Conduct. Based on the feedback gained, the following conclusions can be noted:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance – South Derbyshire District Council Housing Services achieved a score of **65.2%**.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were:
  - i) **TP08: Agreement that the landlord treats tenants fairly and with respect (75.7%)**
  - ii) **TP05: Satisfaction that the home is safe (74.8%)**      **TP02: Satisfaction with repairs (67.4%)**
- **Lowest scoring TSMs / high dissatisfaction:** Satisfaction with complaints handling presented relatively low levels of satisfaction (23.5%) combined with relatively high levels of dissatisfaction (63.0%).
- **Benchmarking:** When benchmarked against the Median peer group, this identified that whilst three South Derbyshire District Council Housing Services TSM scores rank *above* the TSM median peer group scores, the majority rank below.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction are:
  - **TP06: Satisfaction that the landlord listens to tenant views and acts upon them**

- **TP04: Provides a home that is well maintained** ◦ **TP02: Satisfaction with repairs**

Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

**Conclusions:** Based on feedback from the 2023/24 TSM survey, the findings suggest that whilst there are elements which are encouraging (e.g. agreement that the landlord treats tenants fairly and with respect; and satisfaction that the home is safe), clear improvements can be made, as illustrated through the benchmarking comparisons.

**Recommendations:** Consideration could be given to the following recommendations:

- 1) Focussing upon the top three key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of very low satisfaction (specifically complaints handling).
- 2) Clearly communicate the TSM findings to both staff and tenants. Publish the TSM scores alongside a summary of future actions (e.g. on a single webpage).
- 3) Involve tenants in a small number of focus groups to better understand the context of their feedback and develop suggestions in a co-created action plan with a similar approach for staff and close partners (e.g. repairs contractors).

## Appendix 1: Sub-group analysis of overall satisfaction [TP01]

This section presents an additional analysis of overall satisfaction by various subgroups.

Figure 33: Overall satisfaction by survey method

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Telephone survey	73.3%	820
Online survey	46.6%	354

Figure 34: Overall satisfaction by dwelling unit

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
LCRA (Low Cost Rental Accommodation)	65.2%	1,174
LCHO (Low Cost Home Ownership)	Not applicable	0 cases in the survey

Figure 35: Overall satisfaction by property type

	Satisfaction	Count
--	--------------	-------

<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Bungalow	72.4%	128
First Floor Bedsit	100%	1
First Floor Flat	70.3%	145
Ground Floor Bedsit	50.0%	2
Ground Floor Flat	69.4%	160
House	58.5%	540
Second Floor Flat	61.1%	18
Temporary Accommodation	100%	4

Figure 36: Overall satisfaction by ward

	<b>Satisfaction</b>	<b>Count</b>
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Aston On Trent	72.0%	50
Church Gresley	71.4%	63
Etwall	68.3%	41
Hartshorne & Ticknall	62.5%	120
Hatton	60.4%	48
Hilton	53.1%	32
Linton	62.5%	80
Melbourne	71.3%	80
Midway	57.3%	124
Newhall & Stanton	63.4%	153
Repton	79.2%	24
Seales	72.7%	88
Swadlincote	66.3%	178
Willington & Findern	62.1%	29
Woodville	65.6%	64

Figure 37: Overall satisfaction by age

	<b>Satisfaction</b>	<b>Count</b>
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Under 25	88.9%	18
25-34	47.6%	105
35-44	49.1%	167
45-54	53.0%	151
55-64	65.2%	227
65-74	72.6%	234
75-84	79.2%	202
85+	85.7%	70

Figure 38: Overall satisfaction by gender

	<b>Satisfaction</b>	<b>Count</b>
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Male	68.2%	506
Female	63.0%	668

Figure 39: Overall satisfaction by ethnicity

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Black African	50.0%	2
Black Caribbean	50.0%	2
Black Other	0%	1
Misc	20.0%	5
Mixed Other	0%	2
Not Stated	64.9%	37
Other Ethnic Origin	0%	1
Pakistani	100%	1
White & Asian	100%	2
White & Black Carib	33.3%	3
White British	65.7%	1,108
White Other	66.7%	9
Unknown	100%	1

Figure 40: Overall satisfaction by sexual orientation

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Unknown	66.0%	890
Bisexual	33.3%	3
Gay	0%	1
Heterosexual	64.1%	273
Lesbian	50.0%	2
Prefer not to say	40.0%	5

Figure 41: Overall satisfaction by religion

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Christian (all denominations)	52.9%	17
No Religion	53.6%	28
Other	87.5%	8
Unknown	65.6%	1,121

Figure 42: Overall satisfaction by household disability

	Satisfaction	Count
<b>Overall Satisfaction (all respondents)</b>	<b>65.2%</b>	<b>1,174</b>
Unknown	64.9%	1,142
Blind	100%	1
Confined to Wheelchair	100%	1
Learning Difficulties	66.7%	3
Mental Health issues	100%	1
Physical Disability	100%	2

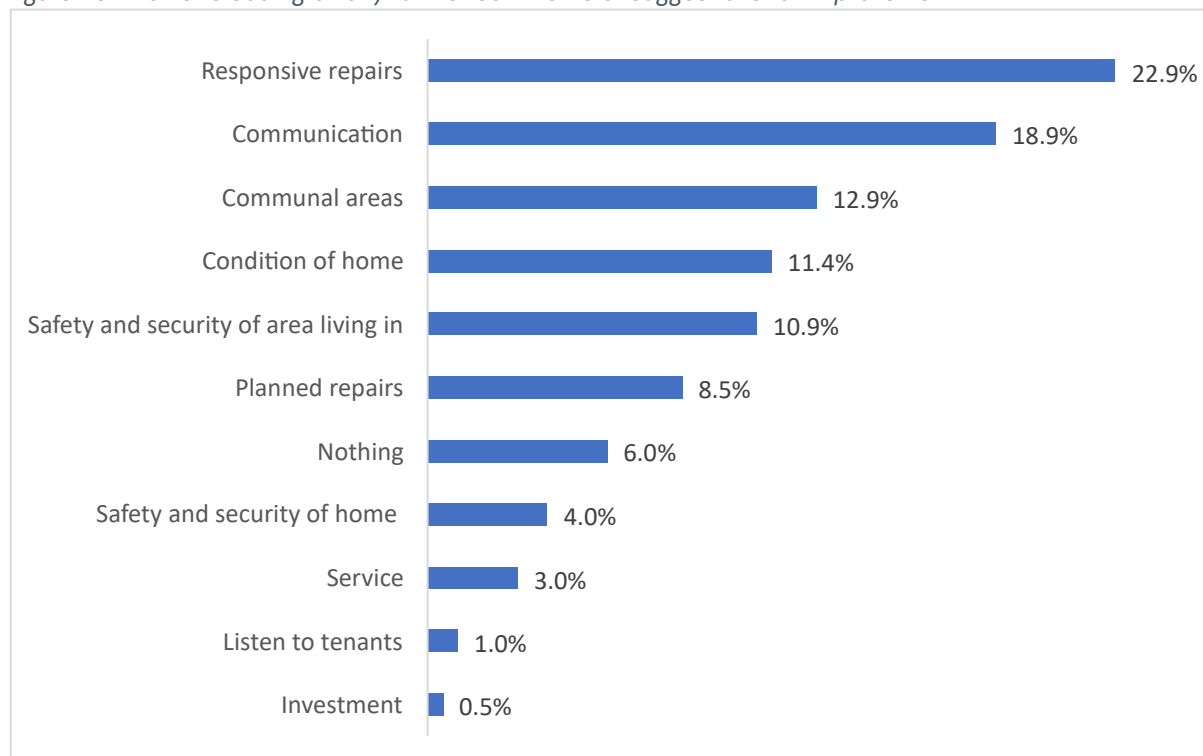
Prolonged illness	77.8%	9
Restricted Mobility	71.4%	14
Terminally ill	100%	1



## Appendix 2: Qualitative analysis of comments or suggestions for improving services

Respondents were asked, *"If you have any further comments or suggestions for improving South Derbyshire District Council housing services, please tell us below"*. This was coded and themed using first and second cycle coding techniques. From this, a summary of most frequent themes are illustrated in Figure 43, alongside further descriptive analysis of the top five themes.

Figure 43: Thematic coding of 'any further comments of suggestions for improvement'



Top 5 themes/suggestions for improvement:

### **Theme 1: Responsive Repairs**

1. **Timeliness of Repairs:** There were concerns about delays in addressing repair requests, with instances of repairs taking way longer than expected to be completed. There are frustrations about the slow response times and the need for repairs to be conducted promptly.
2. **Better Quality of Repairs:** There is overall dissatisfaction with the quality of repairs, including instances where repairs are incomplete or not done to the satisfaction or tenant expectation. There are complaints about the need for follow-up on repairs and concerns about contractors not doing a thorough job.

3. **Better Communication and Follow-Up:** Issues related to communication regarding repair status, including difficulties in reaching the repair services, lack of follow-up on reported issues, are a source of frustration. There is a need for better communication about repair schedules and visits.
4. **Pro-active Responsiveness:** There is frustration with the slow responsiveness of the Council, particularly with repair requests. There are also complaints about delays in addressing issues, slow communication, and a lack of accountability for ongoing maintenance problems.
5. **Addressing Safety Concerns:** Instances where repairs are related to safety concerns, such as leaks, faulty lighting, and building damage are leading to anxiety for residents. There are calls for urgent attention to safety-related repairs and improvements in maintenance services.

## **Theme 2: Communication**

1. **Improved Communication:** Concerns about the effectiveness of communication with the council, including difficulties in reaching housing officers, lack of responsiveness to emails or phone calls, and a need for better communication between different departments within the council.
2. **More Timely Responses:** Frustrations with delays in responses from the council, including slow reaction times to reported issues, lengthy waiting periods for repairs or updates on complaints, and a desire for quicker resolution of housingrelated problems.
3. **Process for Follow-Up:** Requests for improved follow-up procedures, including a desire for regular check-ins from housing officers to address problems before they escalate, and concerns about the lack of follow-up on reported issues or complaints.
4. **Improvement in Complaint Handling:** Dissatisfaction with the council's handling of complaints, including instances where reported problems remain unresolved, poor communication methods regarding complaints, and a lack of accountability in addressing issues raised by tenants.
5. **Enhanced Engagement with Residents:** Suggestions for increased engagement and feedback mechanisms, such as the establishment of a suggestions box or surveys for tenants, to ensure that all voices are heard and that tenant concerns are addressed effectively.

## **Theme 3: Communal Areas**

1. **Improved Maintenance of Communal Areas:** Concerns about the upkeep of communal spaces, including grass cutting, removal of litter, addressing broken communal entrance doors, pruning bushes and trees, and controlling weeds.
2. **Resolve/Address Parking Issues:** Challenges related to parking availability, particularly for residents and their visitors, leading to inconvenience.
3. **Control of Domestic Pets:** Complaints about pets causing nuisances in communal areas, such as fouling, and concerns about the enforcement of pet regulations.

4. **Using Community Centres more Effectively:** Feedback on the use and accessibility of community facilities, including desires for more activities and disappointment about closures, particularly during the COVID-19 pandemic.
5. **Repair and Refurbish Infrastructure:** Issues related to property damage caused by construction activities (e.g., skip lorries damaging footpaths) and dissatisfaction with the handling of renovation projects, such as delays in reopening community centres or notification processes regarding ongoing work.

#### **Theme 4: Condition of Home**

1. **Address Mould and Damp in Homes:** Concerns about persistent mould and damp problems in properties, including reports of ongoing issues despite previous notifications to the council. Tenants express frustration with ineffective solutions provided by the council and emphasise the health risks associated with mould and damp conditions, especially for vulnerable individuals like children and those with respiratory conditions.
2. **Address Delays to Repairs:** Complaints about delays in addressing maintenance and repair issues, such as faulty windows, door handles, cracks in walls, and other structural concerns. Tenants express dissatisfaction with the council's response times and lack of action in resolving reported problems promptly.
3. **Address Safety Concerns:** Issues related to safety hazards within properties, including faulty fire alarms, inadequate ventilation, missing vents on windows, and concerns about accessibility in case of emergencies. Tenants highlight the importance of addressing these safety issues to ensure the well-being of residents.
4. **Improve Communication and be Responsiveness:** Frustrations with communication barriers and lack of responsiveness from the council when addressing serious issues like mould, damp, and structural concerns. Tenants express a desire for better communication channels and more proactive responses from the council to address their concerns effectively.
5. **Improve Accessibility and Sheltered Accommodations:** Requests for accommodations to address specific health needs, such as installing wet rooms for individuals with mobility issues and providing extra time for answering doors or phones for disabled tenants. Tenants emphasize the importance of making properties accessible and safe for residents with disabilities.

#### **Theme 5: Safety and Security of Area**


1. **Proactively Address Infrastructure Issues:** Concerns about the poor state of infrastructure, including road conditions such as potholes, lack of street lights, and inadequate drainage systems. Tenants express frustration with the impact of these issues on safety, vehicle damage, and overall quality of life.
2. **Address Anti-Social Behaviour:** Complaints about anti-social behaviour in the area, including drug trafficking, fly-tipping, and issues with noisy or disruptive neighbours. Tenants feel that these issues are not being adequately addressed by

the authorities, leading to ongoing concerns about safety and community well-being.

3. **Address Parking Problems:** Issues related to parking availability and management, such as insufficient parking spaces, difficulty finding parking due to parked cars blocking access, and concerns about parking on roadsides contributing to congestion and safety hazards.
4. **Focus on Improving Property Maintenance:** Complaints about the condition of properties, including inadequate maintenance, old or deteriorating infrastructure (e.g., bathrooms, kitchens), and delays in addressing repair requests. Tenants express dissatisfaction with the lack of upkeep and the impact it has on their living conditions.
5. **Improve Community Cleanliness:** Concerns about cleanliness and tidiness in communal areas, including litter accumulation, unclean drains, and lack of maintenance in parking lots. Tenants emphasize the importance of addressing these issues to maintain a pleasant living environment and prevent further deterioration of the area.

## Appendix 3: Tenant Satisfaction Measures questionnaire

Figure 44: Example TSM online survey



**Tenant Satisfaction Measures Survey 2023/24**

South Derbyshire District Council housing services have asked an independent research company, Service Insights Ltd working with Housemark, to collect feedback from their tenants on their perceptions of the services and properties they provide. Your feedback will help improve the services South Derbyshire District Council housing services provide for you. This survey will also be used to calculate annual Tenant Satisfaction Measures scores to be published by South Derbyshire District Council as required by the Regulator of Social Housing.

The survey should take about **10 minutes** to complete.

Your survey responses remain completely anonymous to South Derbyshire District Council housing services unless you give permission to identify yourself at the end of the survey. Your feedback will be used for research purposes only in line with South Derbyshire District Council's privacy notice which can be seen online or provided upon request.

Please complete the survey by **5.00pm Friday 22nd March 2024**. Should you have any queries or need assistance, please contact the lead researcher Dr Simon Williams, Service Insights Ltd, Freephone 0800 193 1174 or email [info@serviceinsights.co.uk](mailto:info@serviceinsights.co.uk)

*Continued over the page...*

*Continued from the previous page...*

Q1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Derbyshire District Council housing services?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q2	Has South Derbyshire District Council housing services carried out a repair to your home in the last 12 months?
	<input type="radio"/> Yes <input type="radio"/> No
Q2a	How satisfied or dissatisfied are you with the overall repairs service from South Derbyshire District Council housing services over the last 12 months?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q2b	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q3	How satisfied or dissatisfied are you that South Derbyshire District Council housing services provides a home that is well maintained?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q4	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Derbyshire District Council housing services provides a home that is safe?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> <span>Not applicable / don't know</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>
Q4a	Do you have any safety concerns about damp or mould in your home?
	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know
Q5	How satisfied or dissatisfied are you that South Derbyshire District Council housing services listens to your views and acts upon them?
	<div style="display: flex; justify-content: space-around; text-align: center;"> <span>Very satisfied</span> <span>Fairly satisfied</span> <span>Neither satisfied nor dissatisfied</span> <span>Fairly dissatisfied</span> <span>Very dissatisfied</span> <span>Not applicable / don't know</span> </div> <div style="display: flex; justify-content: space-around; text-align: center;"> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> </div>

*Continued over the page...*

*Continued from the previous page...*

Q6 How satisfied or dissatisfied are you that South Derbyshire District Council housing services keeps you informed about things that matter to you?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

☐      ☐      ☐      ☐      ☐      ☐

Q7 Please tell us about your communication preferences *[Tick all that apply]*

☐ In person  
☐ Letter  
☐ Telephone  
☐ Email  
☐ Tenant Portal  
☐ Text message  
☐ Social media  
☐ Newsletter  
☐ Other

Please tell us about your other communication preferences below:

Q8 To what extent do you agree or disagree with the following: "South Derbyshire District Council housing services treats me fairly and with respect"?

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      Not applicable / don't know

☐      ☐      ☐      ☐      ☐      ☐

Q9 Have you made a complaint to South Derbyshire District Council housing services in the last 12 months?

☐ Yes  
☐ No

Q9a How satisfied or dissatisfied are you with South Derbyshire District Council housing services approach to complaints handling?

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

☐      ☐      ☐      ☐      ☐

Q10 Do you live in a building with communal areas, either inside or outside, that South Derbyshire District Council housing services is responsible for maintaining?

Yes      No      Don't know

☐      ☐      ☐

*Continued over the page...*

*Continued from the previous page...*



Q10a How satisfied or dissatisfied are you that South Derbyshire District Council housing services keeps these communal areas clean and well maintained?

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

☐      ☐      ☐      ☐      ☐

Q11 How satisfied or dissatisfied are you that South Derbyshire District Council housing services makes a positive contribution to your neighbourhood?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

☐      ☐      ☐      ☐      ☐      ☐

Q12 How satisfied or dissatisfied are you with South Derbyshire District Council housing services approach to handling anti-social behaviour?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

☐      ☐      ☐      ☐      ☐      ☐

Q13 If you have any further comments or suggestions for improving South Derbyshire District Council housing services, please tell us below.

**\*Important: Permissions and Confidentiality**

Q14 South Derbyshire District Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to South Derbyshire District Council housing services?

☐ Yes  
☐ No

Q14a Are you happy for South Derbyshire District Council housing services to contact you about anything you have raised in this survey?

☐ Yes  
☐ No

***Please press 'Submit' to send us your answers. Thank you.***