



Babergh & Mid Suffolk District Councils TSM Tracker

Q3 2023/24 Report

December 2023

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Introduction

The survey uses a mixed method of data collection. Whilst the majority of tenants will be called and invited to take part in a telephone interview, they are also given the opportunity to complete the survey online. For Q3, 76% of responses were completed with a telephone interview, and 24% completed online.

The survey is designed to collect the views of approximately 300 tenants per quarter, with half from Babergh District Council and the other half from Mid Suffolk District Council. This report presents an analysis of the results based on the 312 completed surveys for Q3 2023/24.

The survey is confidential, and the results are sent back to Babergh & Mid Suffolk DCs anonymised unless tenants give their permission to be identified. 77% of tenants did give permission to share their responses with their details attached, with 98% happy for Babergh and Mid Suffolk DCs to contact them to discuss any comments or issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Babergh & Mid Suffolk DCs to:

- Provide information on tenants' perceptions of current services.
- Compare the results with previous surveys.
- Inform decisions regarding future service development.
- Report to the Regulator of Social Housing (RSH) from April 2024 onwards.

For the overall results, Acuity, Housemark and the RSH recommend that landlords with under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For Babergh & Mid Suffolk DCs, 312 responses were received this quarter is high enough to conclude that the findings are accurate to within $\pm 5.4\%$ for the quarter and $\pm 2.5\%$ annually. However, the RSH acknowledges that for some landlords it can be difficult to achieve minimum margins of error, therefore, states that as long as a census approach is used the results will be acceptable and compliant.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.

Following the success of the surveys completed during 2022/23, Acuity has been commissioned to continue to undertake quarterly, independent satisfaction surveys of the tenants of Babergh & Mid Suffolk District Councils to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which have become mandatory from April 2023 and are due to be reported for the first time in 2024.



62%

Overall Satisfaction

For the Q3 survey, over six in 10 tenants (62%) are satisfied with the overall service provided by Babergh & Mid Suffolk DCs, a drop of 2% compared to the Q2 result. There are a further six measures with either the same or higher levels of satisfaction being achieved, with provision of a safe home achieving the highest score of 75%.

However, there are two areas particularly where improvements could be made - Babergh & Mid Suffolk DCs' approach to complaints handling, which attracts the lowest level of satisfaction at 18% and promoters at 35% (see page 15).

As will be shown throughout this report, satisfaction has remained fairly static in most areas, with the majority of increases/falls being 3% or less.

Key Metrics Summary Q3 2023/24



64% Well maintained home



54% Anti-social behaviour



75% Safe home



51% Listens & Acts



62% Repairs - Last 12 months



65% Kept informed



48% Time taken - Last repair



68% Treats fairly & with respect



65% Communal areas clean & well maintained



18% Complaints handling



57% Positive contribution to neighbourhood



35% Promoters



Overall Satisfaction



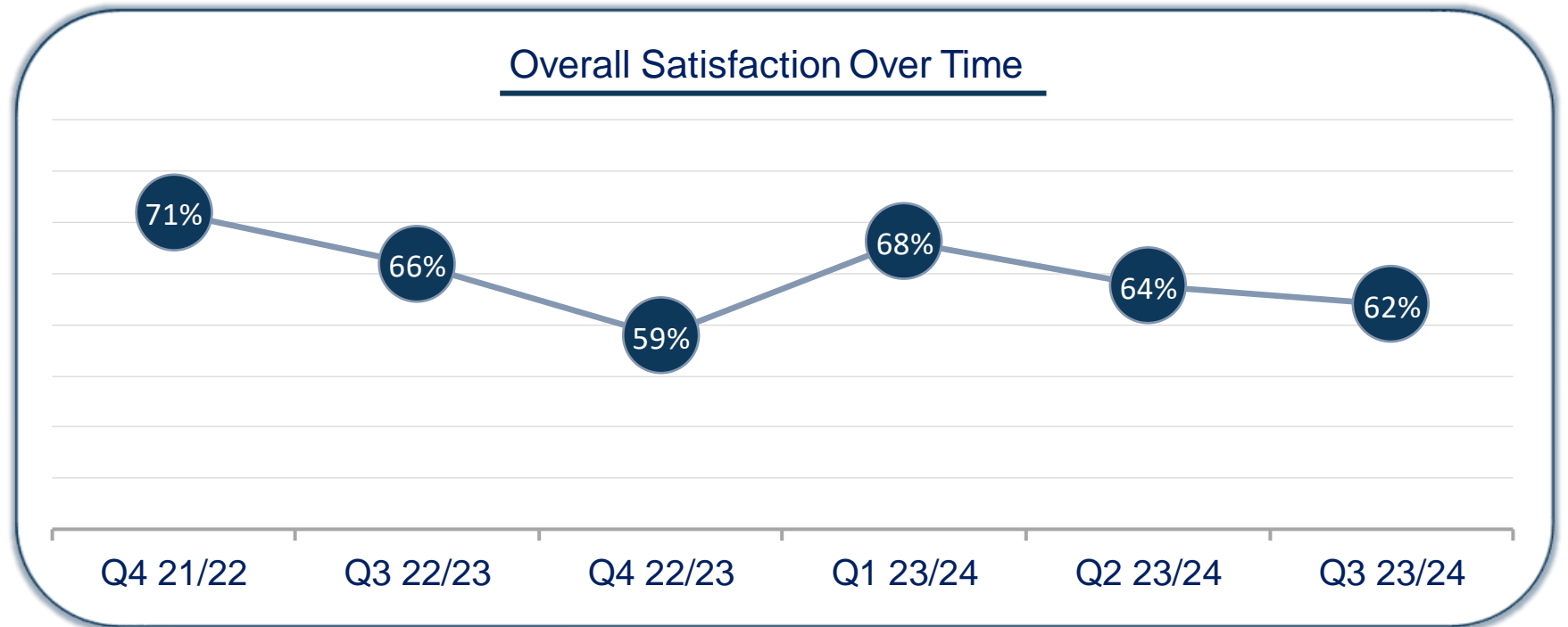
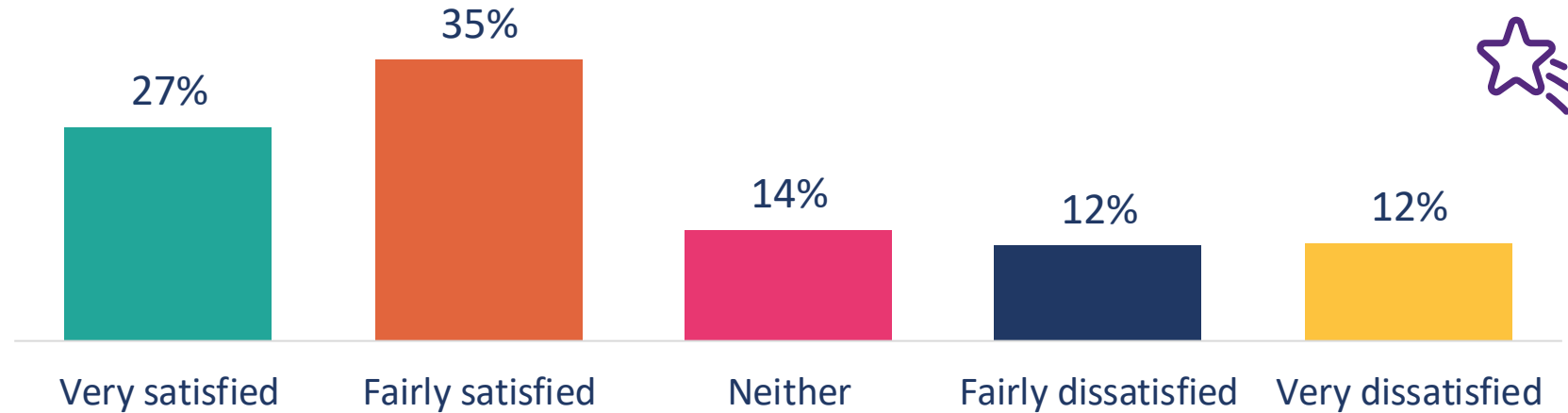
Overall Satisfaction

Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Babergh & Mid Suffolk DC?” This is the key metric in any tenant perception survey.

Over six in 10 tenants are satisfied (62%), with more fairly satisfied (35%) than very satisfied (27%). Nearly a quarter of tenants (24%) are dissatisfied with the overall service provided, and a further 14% being neither satisfied nor dissatisfied.

Satisfaction has fallen by 2% compared with the previous quarter, but still remains 3% above the Q4 2022/23 result of 59%.

The tables in the appendix provide greater insight into the differences in satisfaction by local authority area and age group.





Keeping Properties in Good Repair

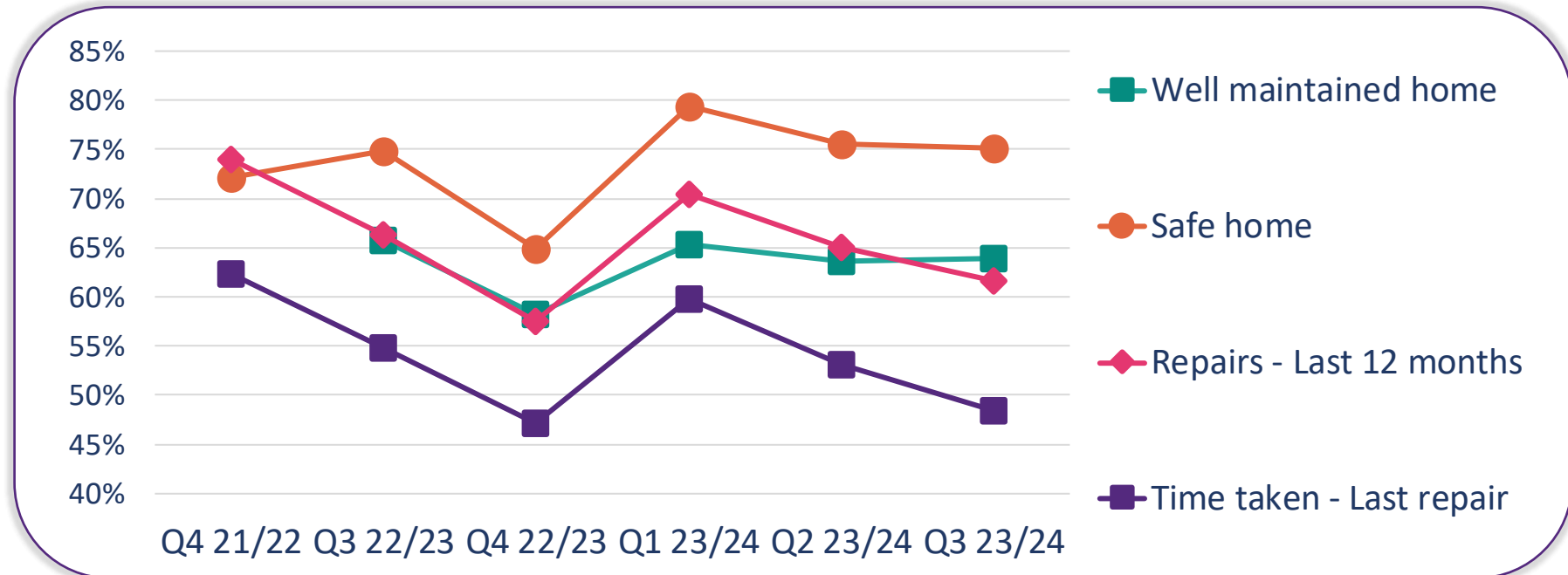
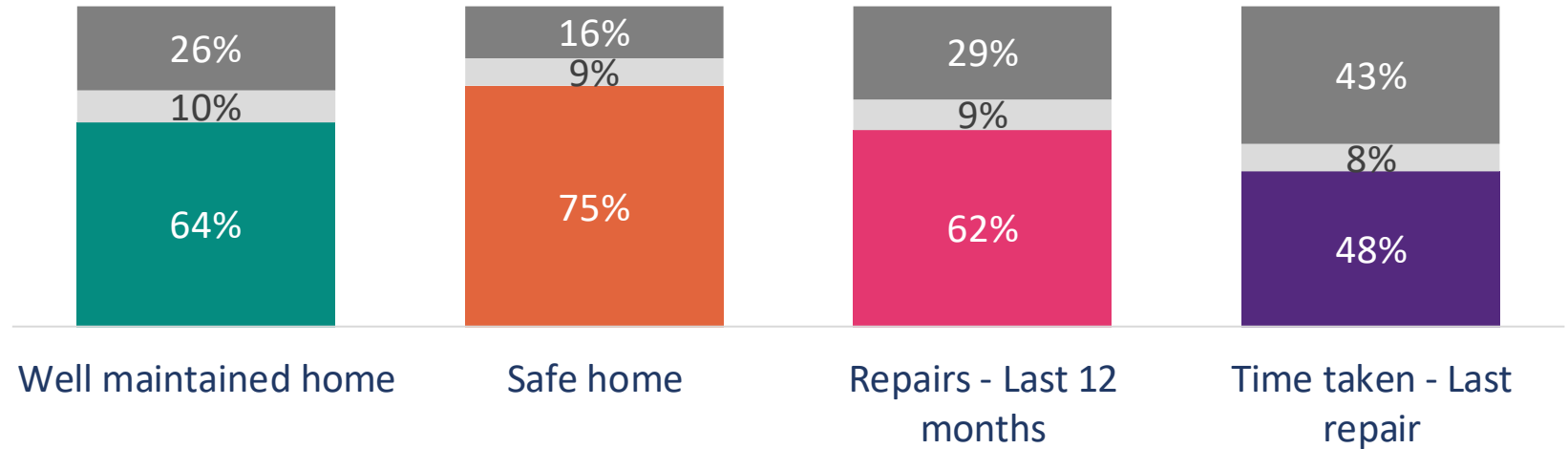


Keeping Properties in Good Repair

More tenants are satisfied that their homes are safe (75%) than well maintained (64%). Satisfaction has fallen negligibly for safe homes by 1%, but remained the same for well maintained homes compared to Q2.

Around two-thirds of tenants stated that they had a repair carried out in the last 12 months (64%). A similar number (62%) are satisfied with the repairs service during this period, with around half (48%) satisfied with the time taken to complete their last repair.

When considering these four measures against Q2, well maintained homes has remained constant at 64%, with the remaining three dropping by between 1% and 5% (time taken to complete the last repair).



*Safe home changed from "safe and secure" to "well maintained and safe" in Q1 22/23 and to just "safe" in Q3 22/23.





Responsible Neighbourhood Management



Three in 10 tenants (30%) stated that they live in a building with an internal and/or external communal area maintained by Babergh & Mid Suffolk.

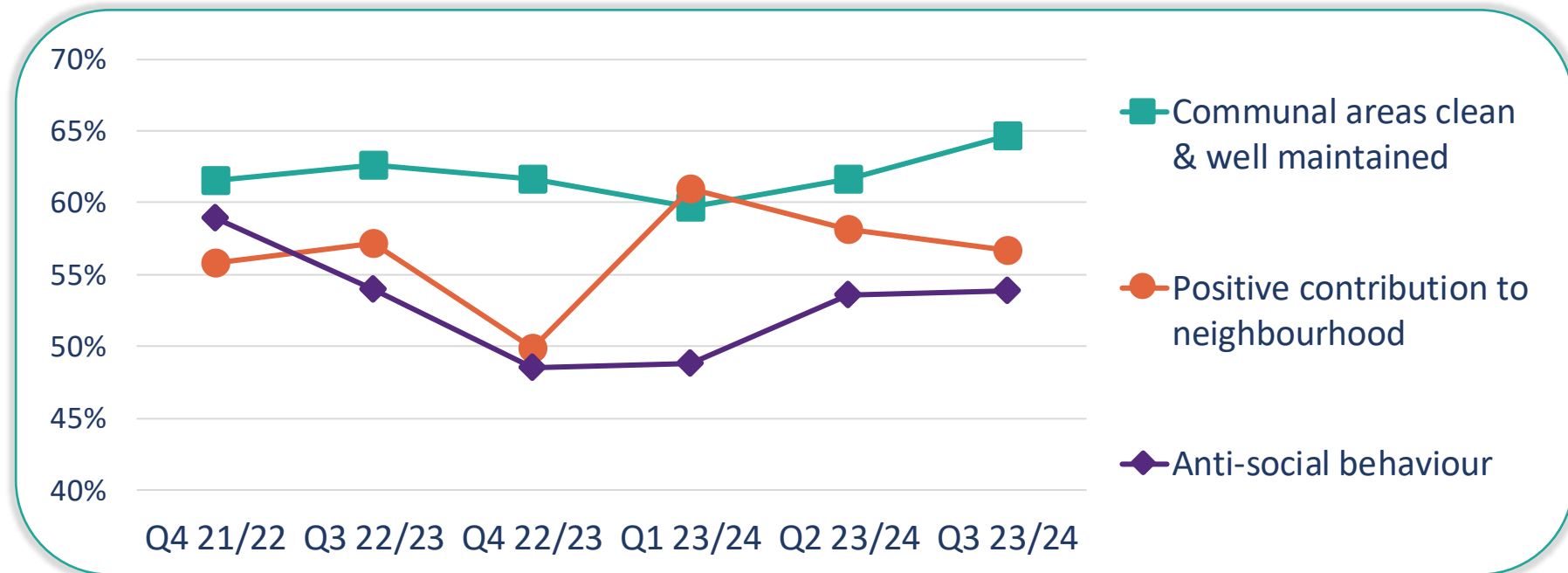
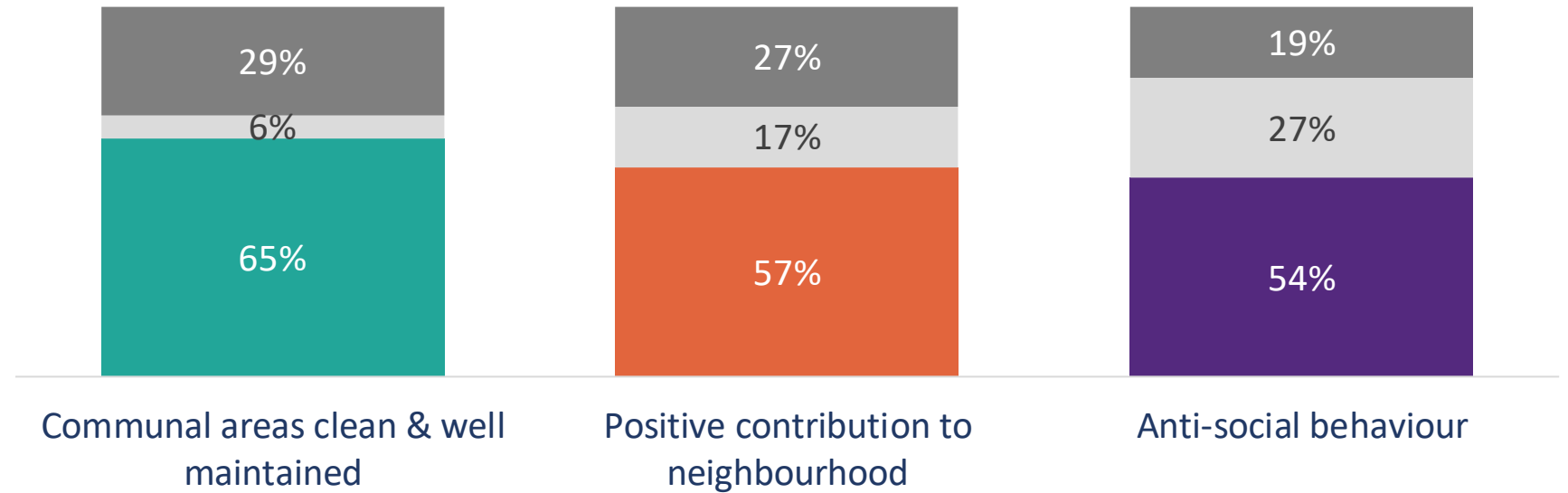
Nearly two-thirds of tenants (65%) are satisfied that Babergh & Mid Suffolk DCs keep their communal areas clean and well maintained, with nearly a third (29%) dissatisfied. However, satisfaction for this measure has increased by 3% since the previous survey in Q2.

Nearly six in 10 tenants (57%) are satisfied that Babergh & Mid Suffolk DCs make a positive contribution to their neighbourhoods, a negligible reduction of 1% on Q2's performance.

Over half the tenants (54%) are satisfied with their landlord's approach to handling anti-social behaviour, achieving the same score as Q2 and remaining static.



Responsible Neighbourhood Management





Respectful & Helpful Engagement

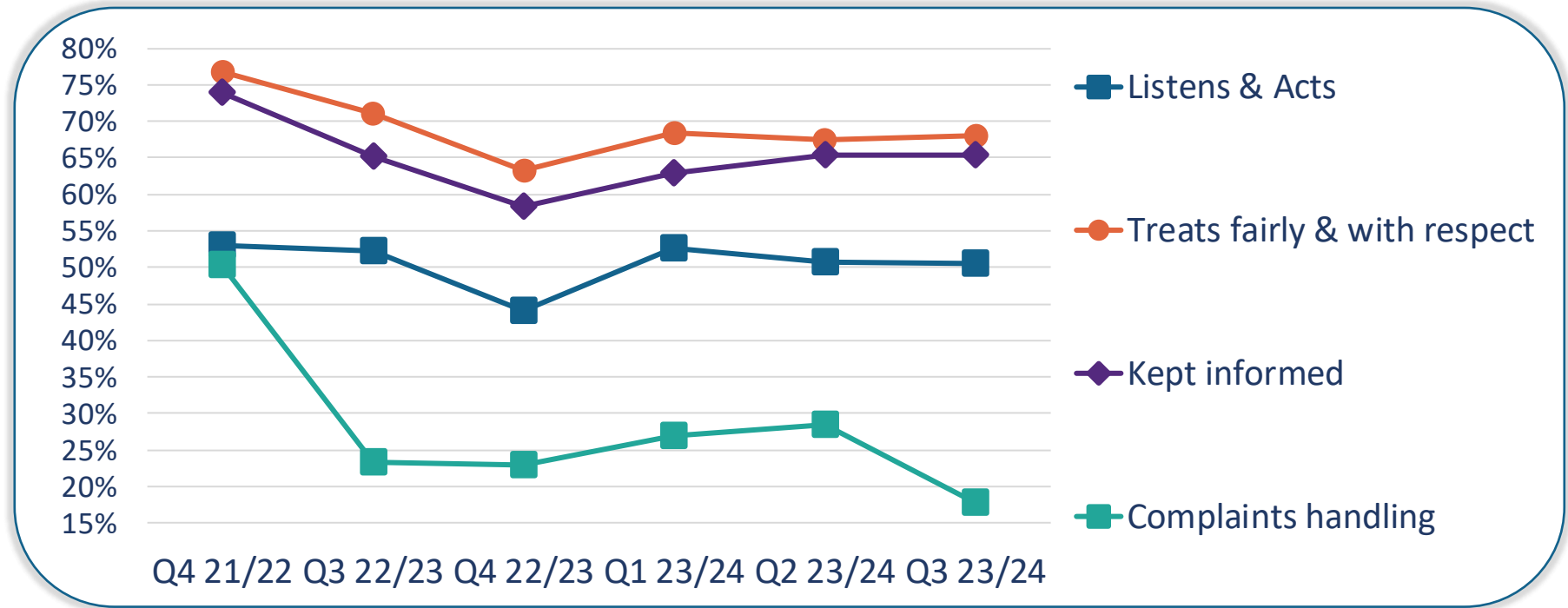
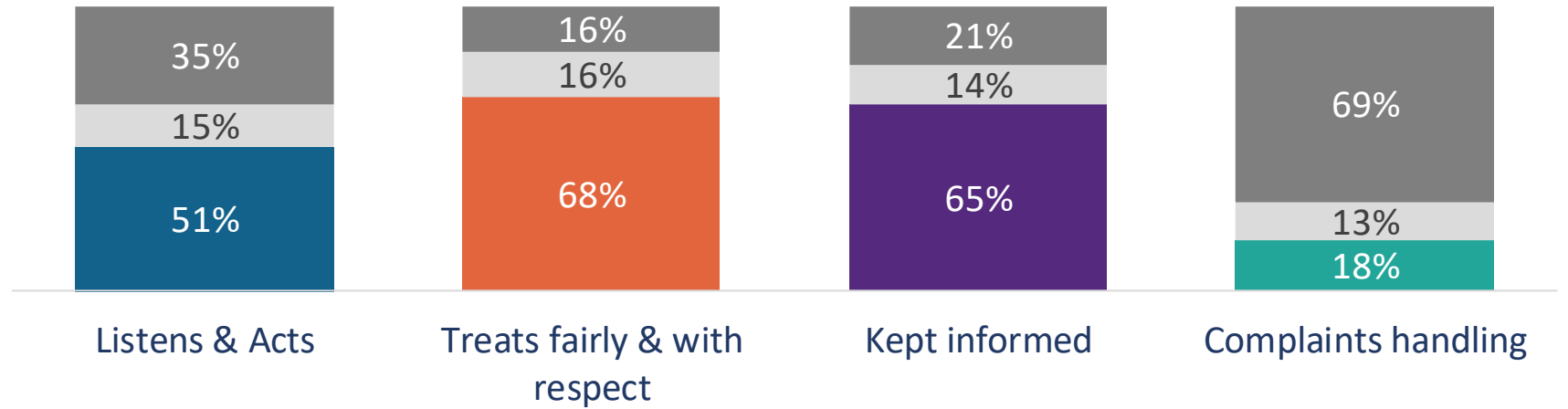


Respectful & Helpful Engagement

Half of tenants (51%) are satisfied that Babergh & Mid Suffolk DCs listen to their views and act upon them, achieving the same score as Q2.

Nearly seven in 10 tenants (68%) are satisfied that they are treated fairly and with respect – up 1%, with a similar number (65%) being satisfied they are kept informed about things that matter to them.

Nearly a third of respondents (30%) say they have made a complaint to Babergh & Mid Suffolk DC in the last 12 months. Overall, nearly two in 10 tenants (18%) are satisfied with Babergh & Mid Suffolk’s approach to complaints handling, with over three-quarters (69%) being dissatisfied. This measure has achieved the lowest level of satisfaction across all measures, with the greatest change since Q2 being a drop in 10%.



*From Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used service in last 12 months.



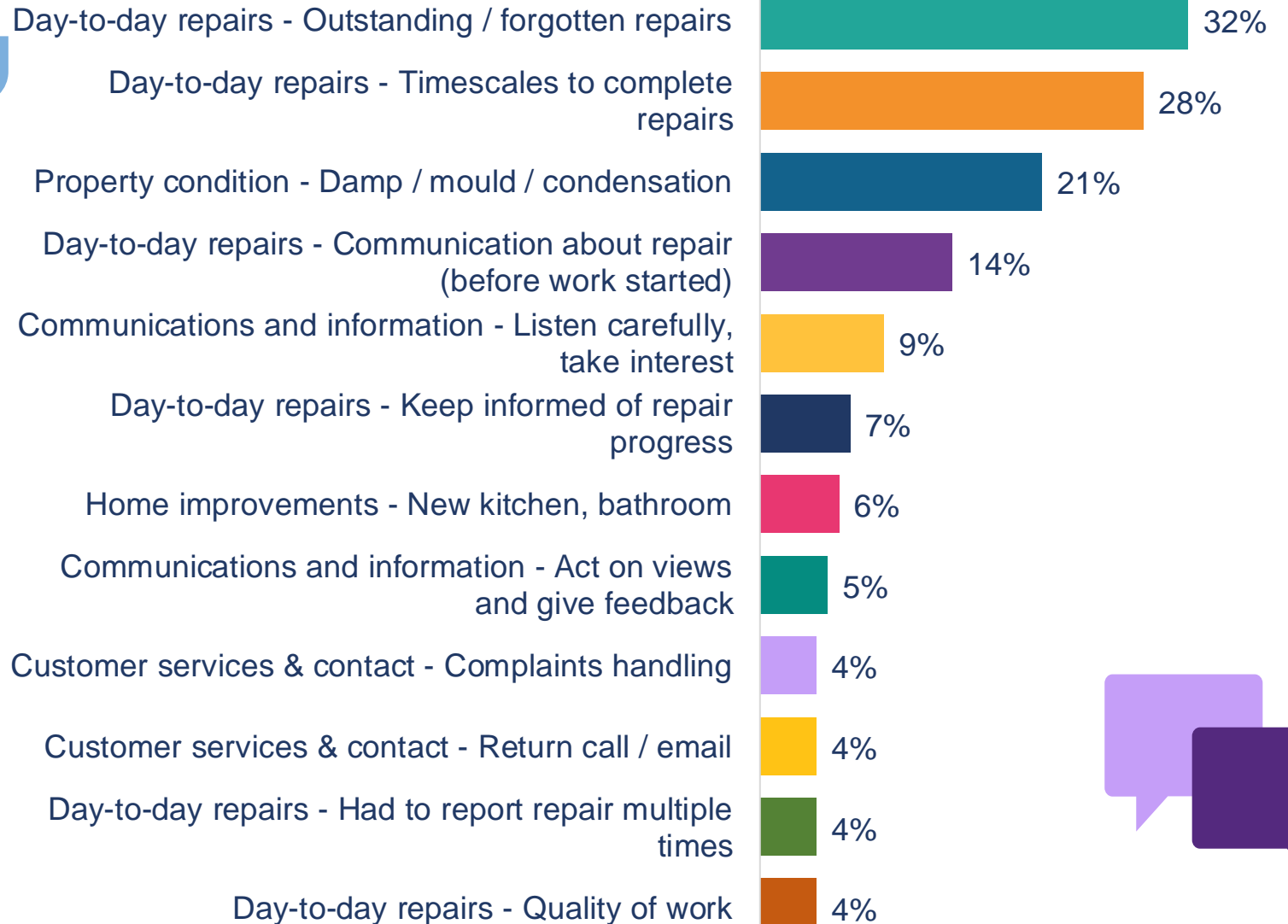
Comments – Listens & Acts

Tenants not satisfied with the way Babergh & Mid Suffolk DCs listen to their views and act upon them were asked to explain why, with 120 tenants providing comments.

Tenants' main concerns are around dealing with outstanding or forgotten repairs (32%) and the time taken to complete repairs (28%).

A fifth of all comments refer to damp and mould to properties, with tenants also wanting more communication before work starts on their repair.

Overall, the repairs service accounts for the majority of the comments received as was found in Q2.



Number of respondents: 120



Recommending Babergh & Mid Suffolk



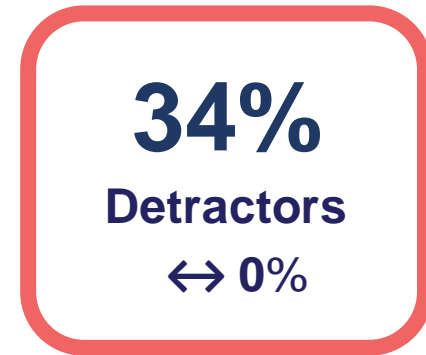
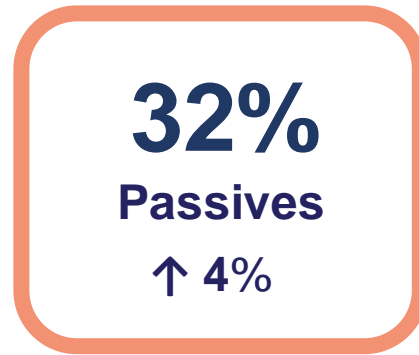
Tenants were asked, "How likely would you be to recommend Babergh & Mid Suffolk DC to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?" Around a third of tenants (35%) are promoters of Babergh & Mid Suffolk, very loyal and happy to promote their landlord to other people, with 26% giving the highest score of 10 out of 10. Just over three in 10 tenants (32%) are currently passive and could be persuaded either way, whilst a similar number (34%) are detractors and likely to have negative views about their landlord.

A key group to focus on are those scoring 8 (23%), as these tenants are on the verge of being promoters, and could move into this category with improving services.

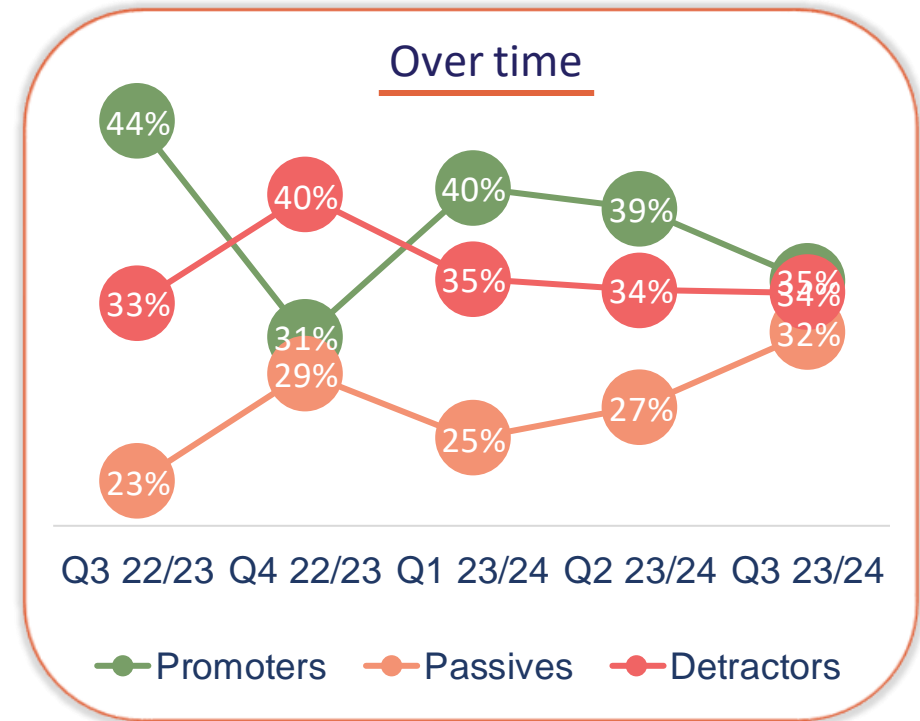
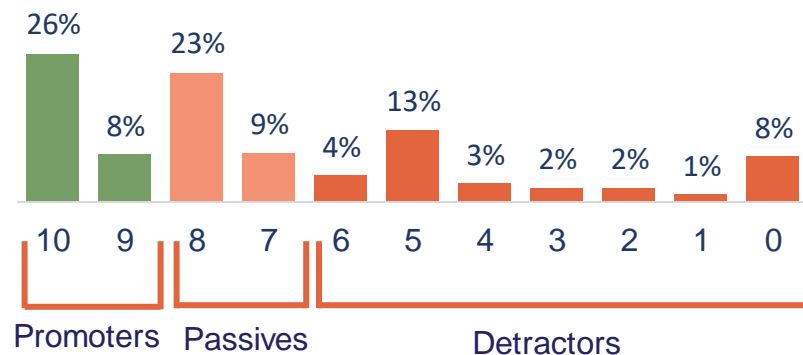
The Net Promoter Score (promoters minus detractors) is +1, a decrease of 4 points since the last survey.

1
NPS ↓ 4

Recommending Babergh & Mid Suffolk



How likely would you be to recommend Babergh & Mid-Suffolk to other people?





Internet & Online Services



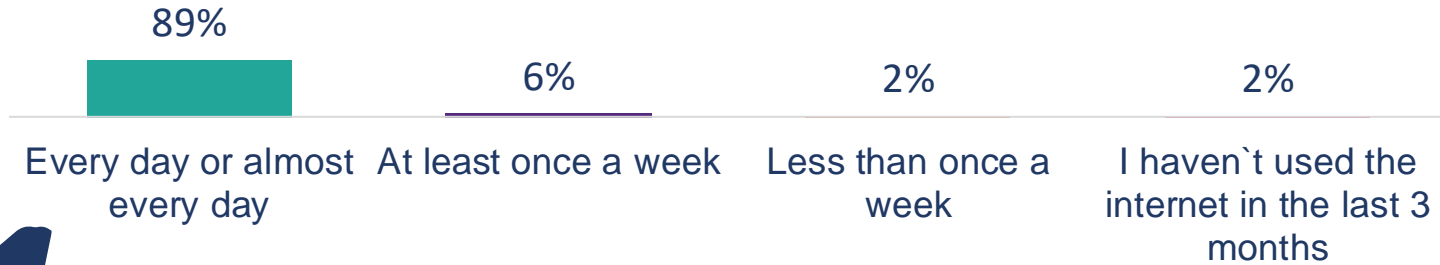
Internet & Online Services

Just over three-quarter of tenants surveyed (77%) say they have access to the Internet either at home or elsewhere, with a quarter (23%) having no access.

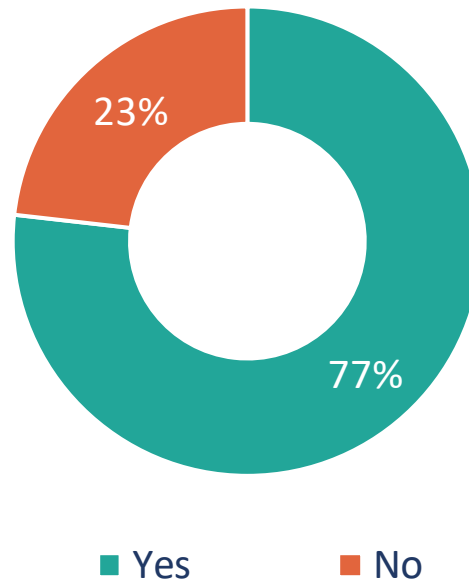
Of the tenants with access, the vast majority use the Internet every day (89%), weekly (6%), with less than weekly at 2%. Only 2% of tenants say they have not used the Internet in the last three months.

With regard to satisfaction with the online services provided by Babergh & Mid Suffolk DCs, two-thirds of tenants (66%) are satisfied, with a fifth of tenants (20%) having no opinion either way possibly because they do not use the online services. However, 14% are dissatisfied, which is a decrease of 2% since Q2 23/24.

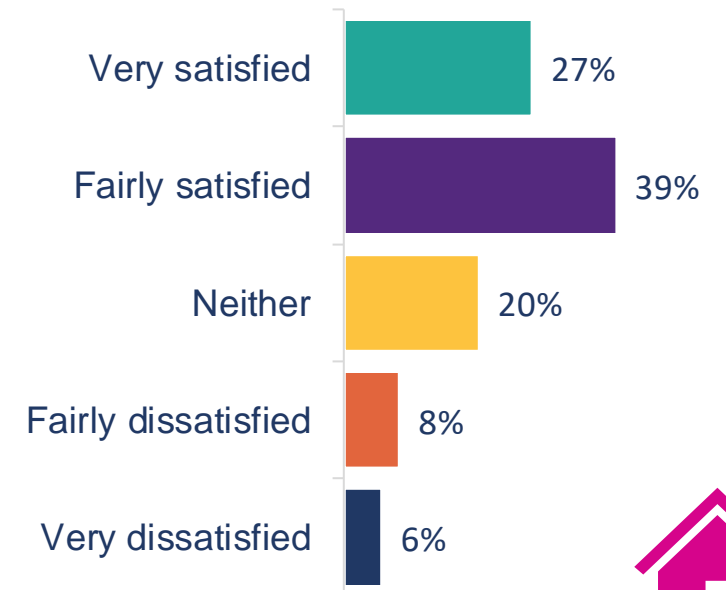
Internet access frequency



Access to the internet?



Satisfaction with online services





Trends



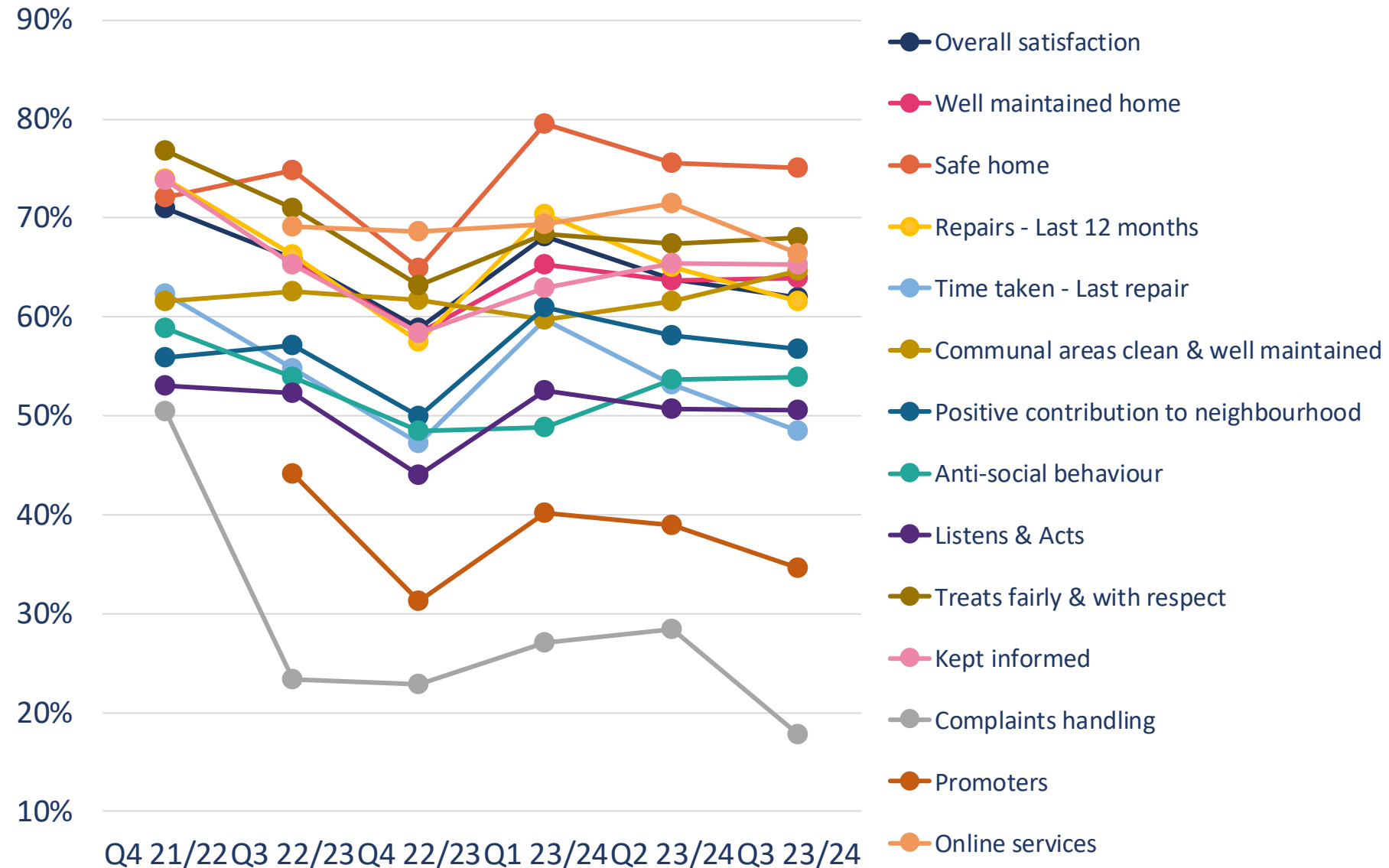
Satisfaction with key services has fallen in eight of the 14 measures shown when compared to Q2. Four measures have remained unchanged since the last survey, with two improving.

Overall satisfaction is now at 62%, down 2% from Q2 when it was 64%.

Of the eight measures where satisfaction has fallen, the largest decrease has been for Babergh & Mid Suffolk DCs approach to complaints handling – a drop of 10% compared to Q2.

The two measures where performance has increased are satisfaction that communal areas are clean and well maintained (up 3%) and tenants being treated fairly and with respect (up 1%).

Trend Over Time



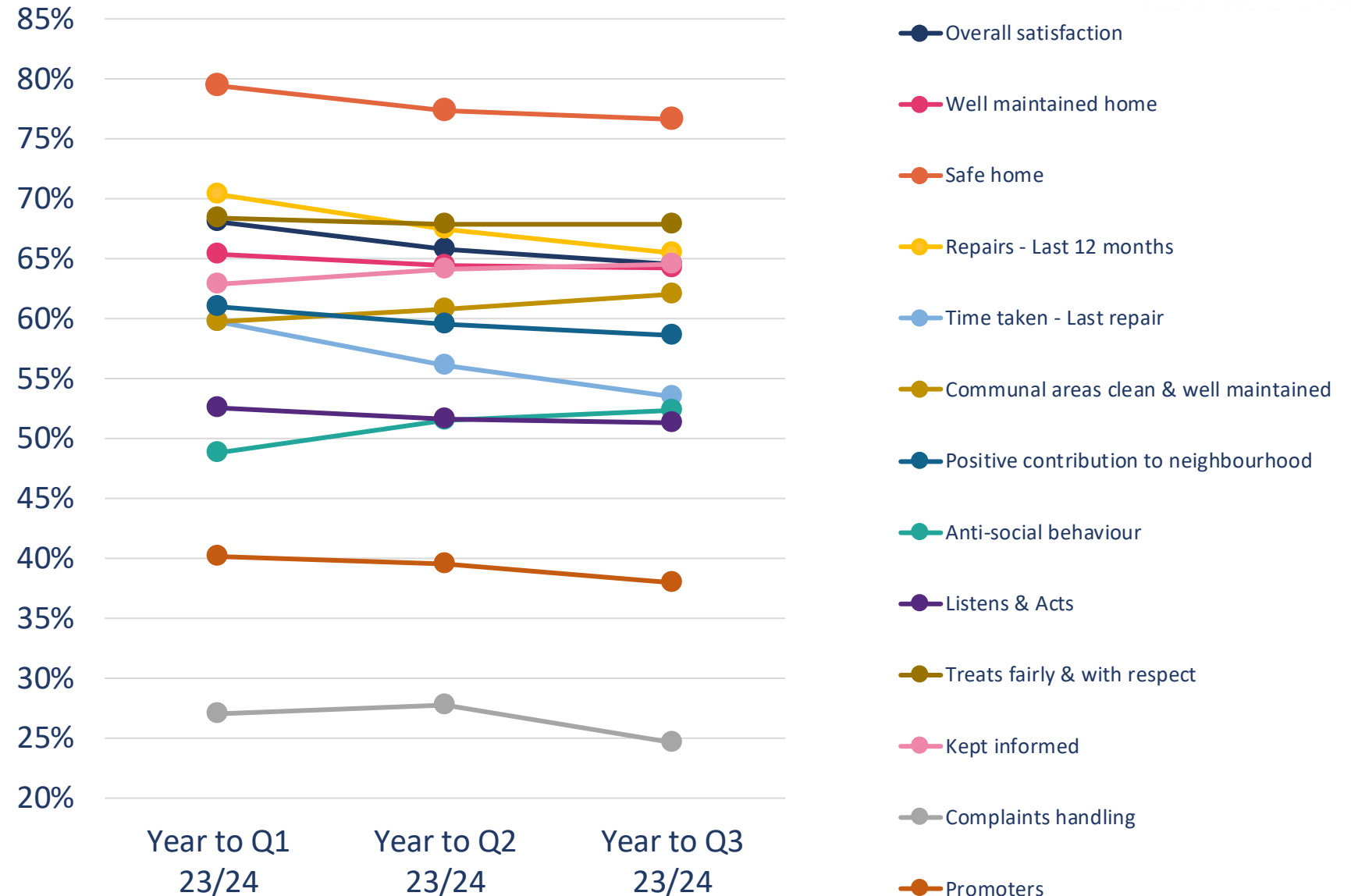
*Safe home changed from “safe and secure” to “well maintained and safe” in Q1 22/23 and to just “safe” in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.

YTD Averages

As the surveys continue throughout the year, the year-to-date average is calculated to give a more accurate view, as this figure is not subject to the large fluctuations than can happen on a quarterly basis.

Generally, the chart shows that satisfaction has remained fairly constant, with the majority of any increases/ decreases being negligible and within the survey tolerance.

The largest change compared to Q2 is for for Babergh & Mid Suffolk's approach to complaints handling, which has seen a 3% reduction.



*Safe home changed from "safe and secure" to "well maintained and safe" in Q1 22/23 and to just "safe" in Q3 22/23. And from Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used the service in the last 12 months.



Conclusion



Conclusion

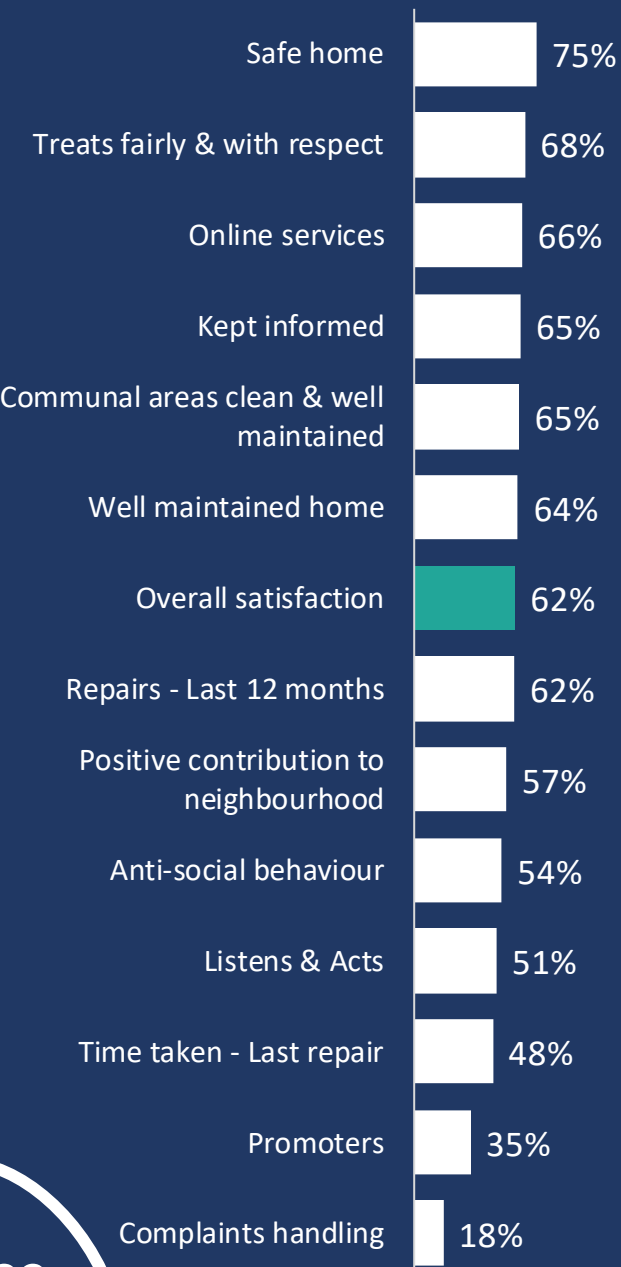
Overall, the Q3 survey shows a varied set of results when compared to Q2, with eight of the 14 measures reducing, four being unchanged and two improving.

Although the lowest level of satisfaction is for Babergh & Mid Suffolk’s approach to complaints handling at 18%, dissatisfaction with this service is likely to incorporate more than just how tenants’ complaints are handled – for example, tenants not getting the resolution they want or expect, or still awaiting the final outcome. This measure also attracts a fairly high percentage of tenants selecting the neither satisfied nor dissatisfied option (13%). It should also be noted that this is often the worst performing measure for Registered Providers.

The survey included an open-ended questions giving tenants the opportunity to expand on their answer and reasons for their views that Babergh & Mid Suffolk DCs listen to their views and acts upon them. Review of these comments will enable Babergh & Mid Suffolk DC to understand what is driving dissatisfaction in this area and address accordingly.

This report has also analysed the satisfaction scores by age group and council. Tenants living in Mid Suffolk tend to be the most satisfied generally, scoring highest in 11 of the 14 measures. A comparison of how services are being delivered to identify any differences may help to identify what is driving this and where improvements could be made, possibly increasing satisfaction moving forward. Tenants aged 75 to 84 are the most satisfied in the majority of measures as is the usual trend seen in surveys of this type, with those aged 35 to 44 being the least.

Along with the satisfaction measures, the Net Promoter Score has also dropped by 4 points compared to Q2. Although the number of promoters has fallen by 4%, there has been an uplift in ‘passive’ responders – up from 27% to 32%. With improvements to service delivery, it is hoped that those who have now moved into the ‘passive’ zone, will continue to move into the promoters category. 23% of tenants gave a score of eight, meaning they are on the verge of becoming promoters and this is a key group to focus on to improve in this area.



Following the success of the TSM-based surveys undertaken for Babergh and Mid Suffolk Councils last year, Acuity has been commissioned to continue with the quarterly surveys during 2023/24.

This report includes the results from the third survey of the year and is reported as Q3 23/24.

The results show that there are areas that can be improved, and the recommendations opposite may help the Councils to target these.

Recommendations



How complaints are dealt with

Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. The survey now includes a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and this appears to have contributed to a general fall in satisfaction being seen by landlords. Despite this caveat, the way complaints are handled is important so failures in service can be addressed and lessons learnt for the benefit of all tenants. Therefore, Babergh and Mid Suffolk DCs should revisit this area to ensure all is being done to make sure this process works as well as possible and in line with the Housing Ombudsman's Complaints Handling Code.



Repairs and maintenance

Satisfaction has fallen for the recent repairs service and the time taken to complete repairs since the previous survey, and this service continues to be the main focus of negative comments. In particular, the timescales for work to be completed and dealing with outstanding repairs are consistently mentioned. These also seem to be issues many other social landlords are facing, possibly driven by trying to catch up after the pandemic, coupled with rising costs and resourcing issues. Tenant expectations can also be high and hard to meet, but if the outstanding repairs can be dealt with or tenants updated on likely timescales, satisfaction is more likely to improve.



Communications & listening to views

Although satisfaction with the way Babergh and Mid Suffolk DCs listen to tenants' views and acts upon them has remained static at 51%, a third of tenants (35%) are dissatisfied in this area. The comments suggest that some tenants have experienced problems communicating with their landlord in general. Encouraging an open dialogue is important and with only half of all tenants being satisfied, this is a key area for improvement. Exploring this with tenants further to understand where they feel the current service is failing, and taking steps to address the issues raised, should improve satisfaction levels moving forward.



Appendix 1 – Demographics



Council

The table opposite shows that Mid Suffolk DC tenants are generally more satisfied than their Babergh counterparts, scoring the highest levels of satisfaction in 11 of the 14 measures shown.

Regarding satisfaction with the overall service provided, Mid Suffolk tenants are more satisfied at 64%, with Babergh tenants scoring 59%. This has reversed from the Q2 survey results.

There are some measures where the differences between the two are minimal, such as the landlord's approach to anti-social behaviour, with both sets of tenants showing at 54%. However, this is due to rounding up/down to the nearest whole number, with Mid Suffolk tenants being slightly more satisfied.

The greatest variance between scores is for communal areas being clean and well maintained and tenants being kept informed, with 9% difference between the two and Mid Suffolk tenants being the most satisfied for both.



	Mid Suffolk District Council	Babergh District Council
Overall satisfaction	64%	59%
Well maintained home	65%	62%
Safe home	76%	73%
Repairs - Last 12 months	63%	59%
Time taken - Last repair	49%	48%
Communal areas clean & well maintained	69%	60%
Positive contribution to neighbourhood	57%	56%
Anti-social behaviour	54%	54%
Listens & Acts	52%	48%
Kept informed	69%	60%
Treats fairly & with respect	69%	66%
Complaints handling	15%	22%
Promoters	34%	35%
Online services	63%	71%

Base: Mid Suffolk = 193, Babergh = 119

Age group

It is common in surveys of this type that older people tend to be more satisfied than their younger counterparts, as is the case with Babergh & Mid Suffolk tenants. The 75 to 84 age group scores the highest level of satisfaction in eight measures, following by the 85 and over age group for six. In fact, these two oldest age groups score all the highest levels of satisfaction.

The 35 to 44 age group is the least satisfied in all but three measures, followed by the 25 to 34 age group with two. The 60 to 64 age group is the least satisfied with the online services.

The greatest variance in scores is for communal areas being clean and well maintained, with 88% of the 75 to 44 age group satisfied, compared to 29% of the 35 to 44 age group – a difference of 59%.



	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall satisfaction	48%	34%	51%	77%	59%	64%	86%	80%
Well maintained home	52%	29%	53%	82%	73%	67%	86%	79%
Safe home	48%	50%	71%	77%	77%	83%	91%	95%
Repairs - Last 12 months	47%	42%	52%	67%	56%	69%	83%	71%
Time taken - Last repair	40%	19%	38%	58%	50%	54%	70%	71%
Communal areas clean & well maintained	67%	29%	50%	80%	73%	68%	88%	50%
Positive contribution to neighbourhood	31%	28%	53%	50%	63%	60%	77%	83%
Anti-social behaviour	31%	40%	58%	55%	55%	60%	56%	83%
Listens & Acts	47%	24%	31%	65%	58%	55%	71%	69%
Kept informed	45%	39%	58%	75%	65%	70%	80%	82%
Treats fairly & with respect	61%	45%	60%	68%	68%	69%	88%	89%
Complaints handling	20%	7%	9%	20%	13%	19%	36%	17%
Promoters	22%	14%	30%	36%	40%	35%	52%	47%
Online services	70%	55%	78%	75%	54%	59%	85%	67%

Base: 25-34 = 23, 35-44 = 41, 45-54 = 43, 55-59 = 22, 60-64 = 22, 65-74 = 91, 75-84 = 45, 85+ = 20



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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