



NEWARK &  
SHERWOOD  
*DISTRICT COUNCIL*

Tenant Satisfaction Measures Report 2023



viewpoint



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## Executive Summary

This report details the results of the 2023/24 Newark and Sherwood District Council Tenant Satisfaction Measures (TSM) survey.

2023/24 is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. Newark and Sherwood District Council commissioned Viewpoint Research CIC survey to complete the survey through a mixed methods research approach of telephone and online. A total of 545 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable.

Further analysis is provide with a summary of the open text comments received and a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

### Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2023/24 score for Newark and Sherwood District Council is 77.9%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
  - TP05 84.7% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
  - TP08: 80.8% - Proportion of respondents who report that they agree with the statement: "Newark & Sherwood housing services treats me fairly and with respect".
  - TP01: 77.9% - Proportion of respondents who, taking everything into account, report that they are satisfied with the overall service provided (as above).
- Lowest scoring TSMs / high dissatisfaction:
  - TP09 27.6% - Newark & Sherwood housing services approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
  - TP12 61.7% - Newark & Sherwood housing services approach to handling anti-social behaviour – although a 14 point improvement on the score received in the 2022/23 Star survey
- Identifying what drives overall satisfaction: Based on the results, the top service areas driving satisfaction are: the home is well maintained (TP04), overall repairs service (TP02), listens to tenant views and acts upon them (TP06), and treats me fairly and with respect (TP08).

- Guidance from the Regulator of Social Housing states that results should be as representative of the tenant population as possible. In one area the achieved sample was not sufficiently representative – that of Tenure –the proportion of General Needs and Sheltered respondents (See Representation table on P6).
- To achieve representation in this area the results have been weighted to adjust for the correct proportions of both General Needs and Sheltered respondents. The table below shows a summary of the actual results achieved and the weighted results.

## Results Table

A summary of all the TSM results is below:

	Result	Weighted result
TSM01 Overall satisfaction	77.9%	77.2%
TSM02 Overall repairs service	75.3%	75.2%
TSM03 Repairs: Time taken	69.8%	69.0%
TSM04 Home is well maintained	76.9%	76.3%
TSM05 Home is safe	84.7%	84.7%
TSM06 Listens to views & acts upon them	68.0%	68.1%
TSM07 Keeps informed	69.8%	70.3%
TSM08 Treated Fairly & with Respect	80.8%	80.7%
TSM09 Approach to complaints	27.6%	27.1%
TSM10 Communal areas	65.5%	65.7%
TSM11 Contribution to Neighbourhood	65.1%	64.3%
TSM12 Approach to Anti-social behaviour	61.7%	61.3%

# Summary of Approach

## Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for NSDC is below.

<b>Feedback services provider (collecting, generating, and validating the reported perception measures)</b>	Independent research company – Viewpoint Research CIC
<b>Survey fieldwork dates</b>	September to October 2023
<b>Total surveyable population</b>	5400
<b>Statistical confidence required and achieved</b>	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 541 responses).
<b>Total sample size achieved (total number of responses)</b>	545 (To be consistent with recent STAR surveys)
<b>Reasons for any failure to meet the required sample size</b>	N/A
<b>Collection method</b>	Online (165) & telephone (380) The online survey was completed first, delivered by email to 1000 customers, followed by telephone surveys to achieve the overall amount required.
<b>Sampling method</b>	Online – computer generated random sampling Telephone - Stratified sampling
<b>Type and amount of any incentives offered</b>	None
<b>Number of tenant households within the relevant population that have not been included in the sample</b>	None
<b>Summary of representativeness of the sample against the relevant tenant population</b>	The sample achieved is broadly representative of the tenant population, particularly in regard to property type and occupancy.
<b>Any weighting applied</b>	Weighting applied to ensure results are representative of tenure as the sample achieved did not closely enough match the proportion of general needs and sheltered properties.
<b>Questions asked</b>	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction 2 x additional questions regarding lettings and gas servicing
<b>Any other methodological issues likely to have a material impact on the tenant perception measures reported</b>	None

## Representation

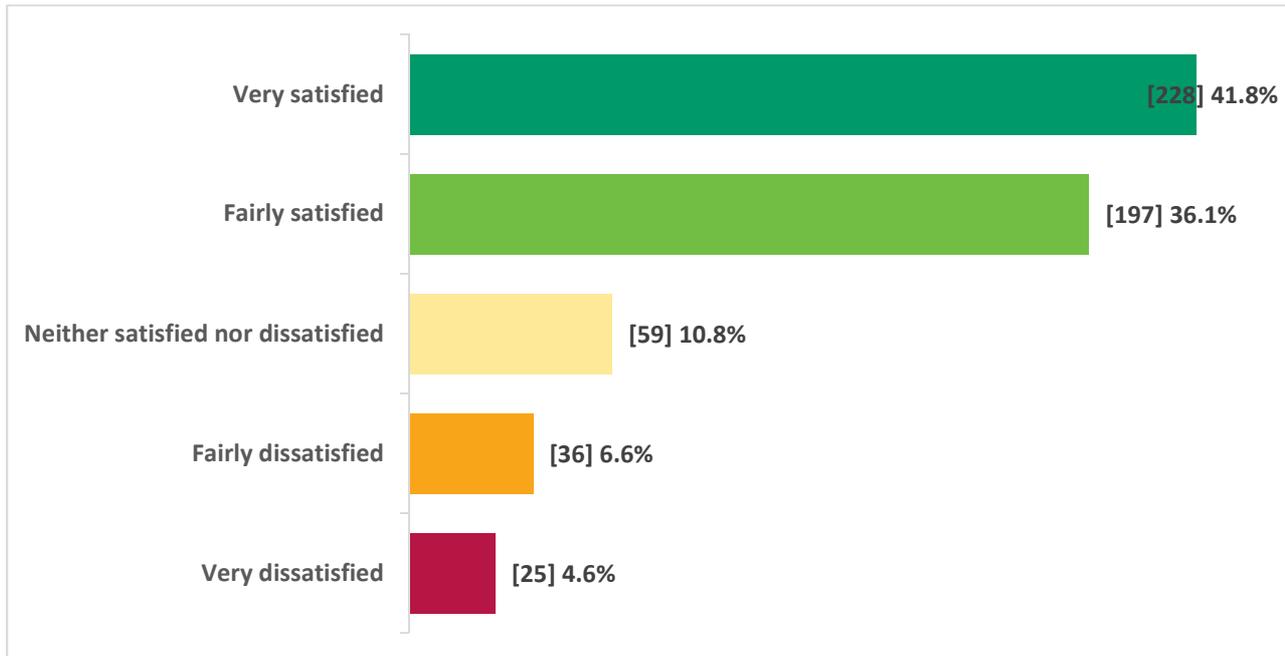
The table below shows that the survey sample achieved is generally representative of the relevant tenant population, other than Tenure as explained above.

	Population %	Responses % (and actual)
<b>Tenure</b>		
General Needs	53%	43% (234)
Sheltered	47%	57% (311)
<b>Property type</b>		
Bungalow	39%	39% (214)
Flat	30%	30% (163)
House	28%	29% (158)
Other	2%	2% (10)
<b>Occupancy</b>		
1	53%	54% (296)
2	25%	26% (141)
3+	21%	20% (108)
<b>Age</b>		
18-34	13%	4% (24)
35-54	29%	17% (91)
55-74	37%	50% (273)
75+	21%	29% (157)
<b>Disability</b>		
Disabled	31%	34% (186)
Non-disabled	69%	66% (359)
<b>Ethnicity</b>		
White British	91%	95% (521)
Other	9%	2% (12)
<b>Gender</b>		
Male	38%	45% (243)
Female	63%	55% (302)

## TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

# 77.9%



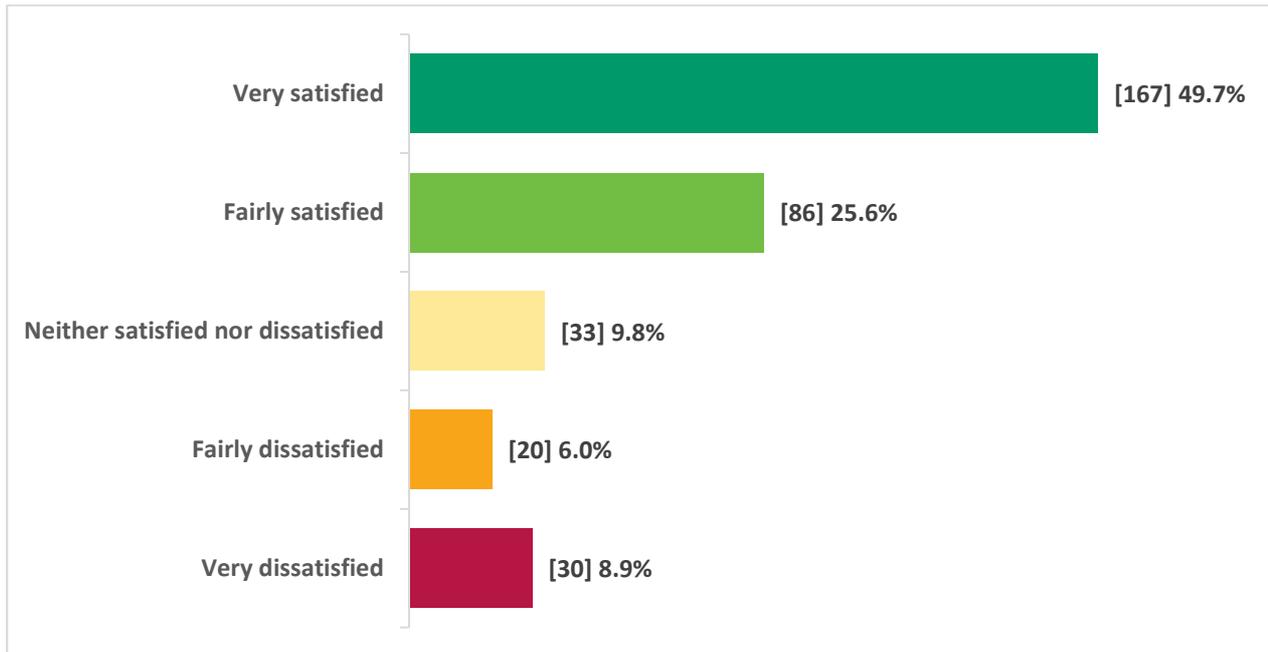
### Analysis

- Overall satisfaction is 77.9% (425 respondents).
- ‘Neither satisfied nor dissatisfied’ accounted for 10.8% of responses meaning 11.2% (61 responses) were actively dissatisfied
- Satisfaction from tenants who completed the survey online was lower (71.5%) than those who completed by telephone (80.8%).
- Satisfaction among Sheltered tenants (81%) was higher than Gen Needs (74%)
- Differences in housing type were minimal but residents living in houses were slightly less satisfied – Bungalow (79%), Flat (80%), House (74%).
- Satisfaction between age groups is broadly similar, apart from the oldest age group, who were notably more satisfied – 18-34 (75%), 35-54 (70%), 55-74 (73%), 75+ (92%)
- The overall satisfaction score has fallen compared to that achieved in the 2022/23 Star survey, undertaken in February 2023, of 86.5%. Factors to explain this may include: The inclusion of a proportion of online surveys, a higher proportion of general needs respondents, and the wider context of declining tenant satisfaction nationally.

## TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

# 75.3%



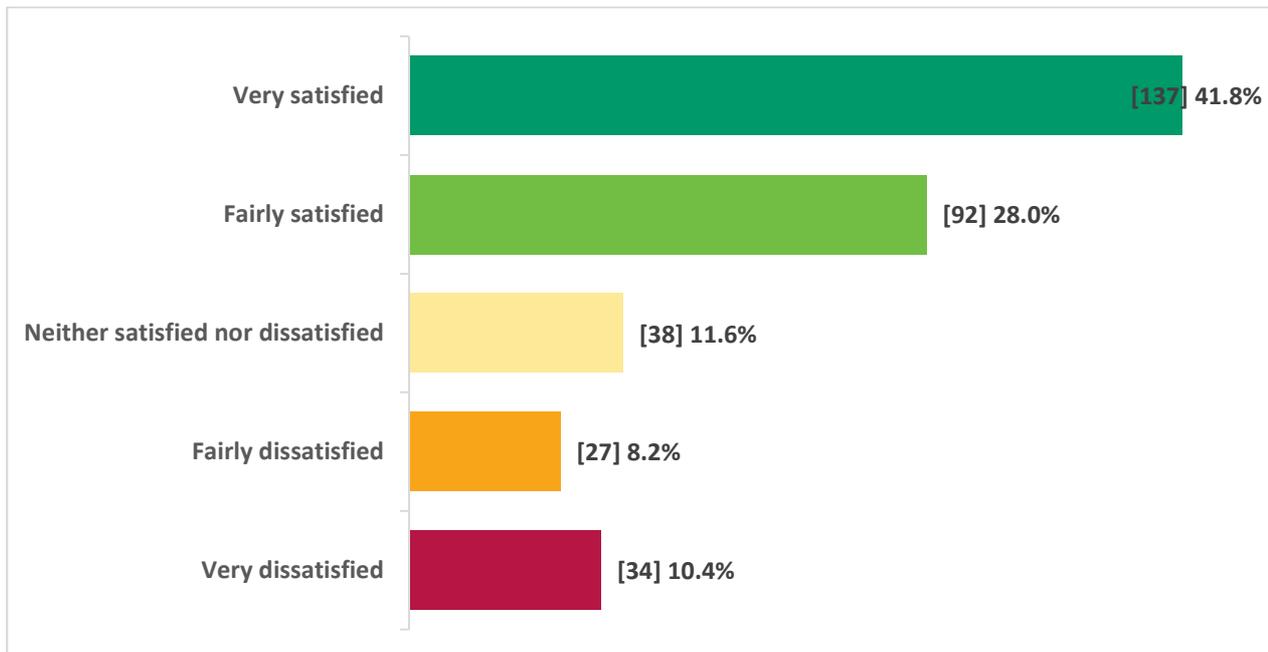
### Analysis

- Residents were asked, “Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?”. A total of 62.3% (337 respondents) stated ‘Yes’ compared to 37.7% (204 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP02 above, where 75.3% (253 respondents) were fairly or very satisfied.
- The score is slightly lower than the scores received in the Star survey for, satisfaction with latest repair received (81.8%) in last 12 months and 77.0% for the repairs service generally
- Respondents in Flats (84%) returned higher satisfaction than other property types – Houses (71%) and Bungalows (73%).
- 87% of the oldest category of tenants - 75+, were satisfied compared to 69% of tenants aged 18-34.
- This question is the second ranked key driver to satisfaction, and many of the comments received related to the repairs service.

## TP03 – Repairs: Time Taken

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

# 69.8%



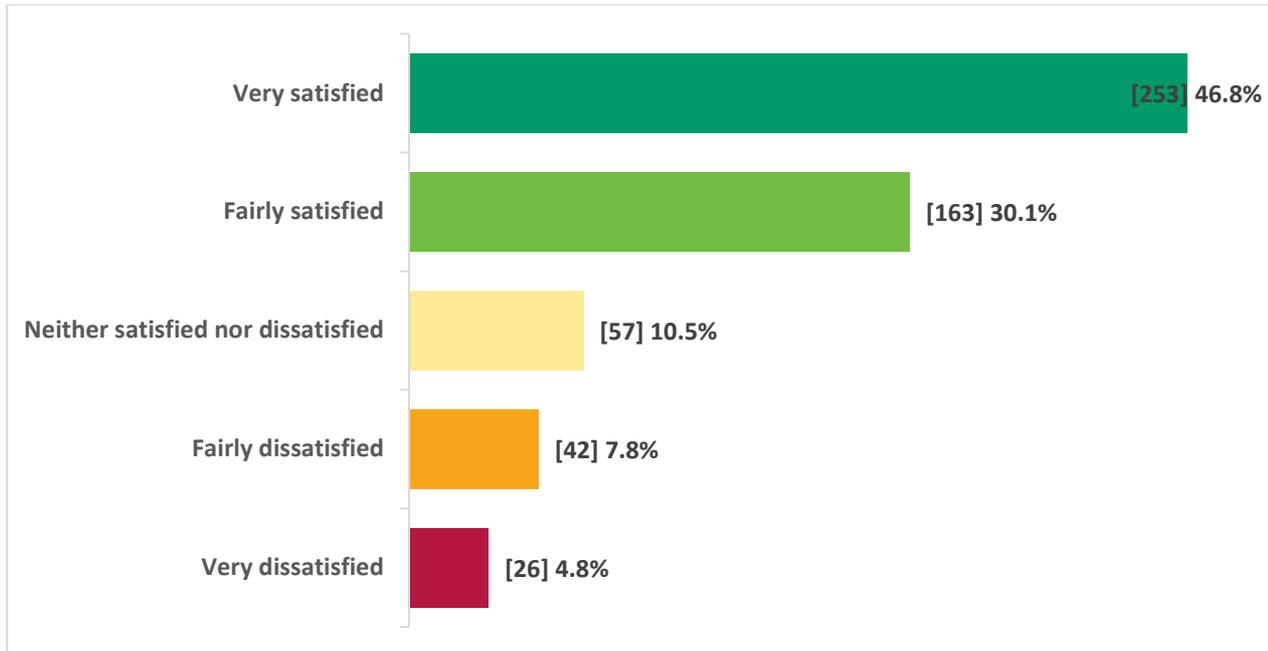
### Analysis

- Of those residents who previously stated Newark & Sherwood housing services had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 69.8% (229 respondents) were fairly or very satisfied
- Sheltered tenants (73%) were 8 points more satisfied than General Needs (65%)
- As with TP02, customers in Flats (78%) were more satisfied than other housing types – Houses (64%), Bungalows (68%)
- This was the lowest scoring question for tenants aged 18-34 (47%), compared to 82% for customers who are 75+.
- The results is very similar to that achieved in the Star survey, which returned 71.8% satisfaction.
- Comments received from tenants (see Page 21) showed that speed of service (not just repairs) is very important to tenants, and this question is ranked fifth in the key drivers to satisfaction.

## TP04 – Home is well maintained

How satisfied or dissatisfied are you that Newark & Sherwood housing service provides a home that is well maintained?

# 76.9%



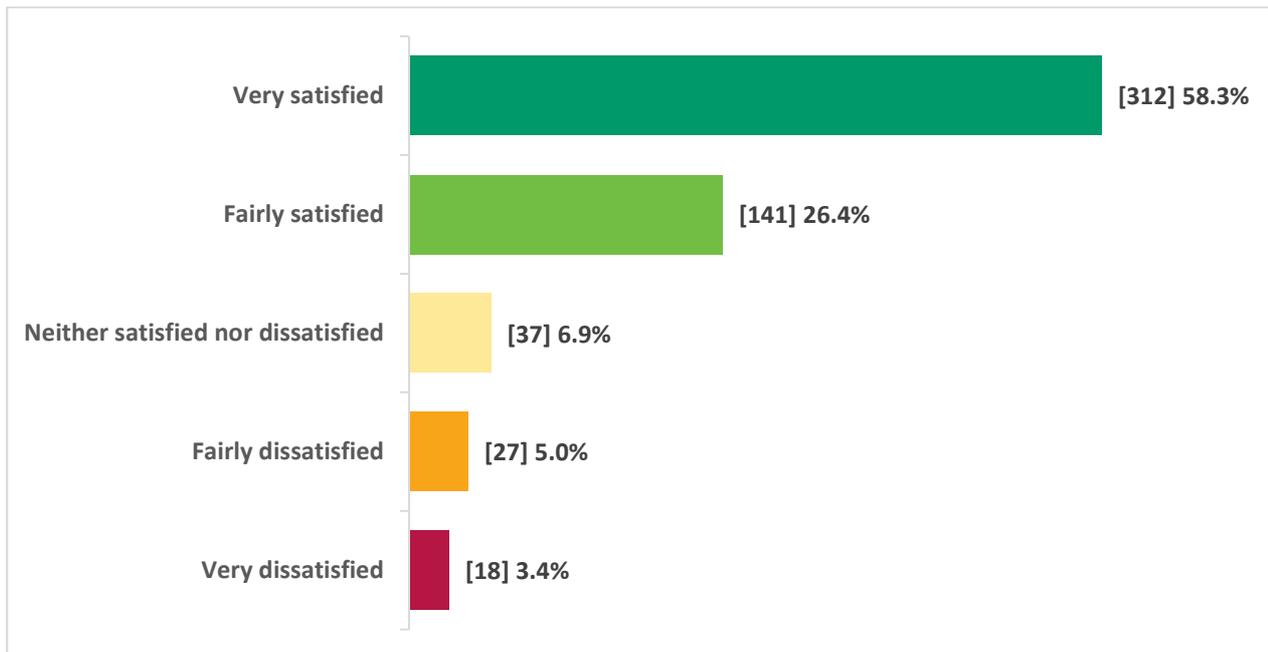
### Analysis

- 76.9% (416 respondents) were fairly or very satisfied.
- This is the fourth highest scoring question on the survey.
- Tenants in Sheltered accommodation (80%) were 7 points more satisfied than General Needs.
- Differences between property types are slight, with tenants living in Flats (80%) marginally more satisfied than those in bungalows (77%) and Houses (73%).
- This question was the top driver to overall satisfaction, making it arguably the most important aspect of the service to tenants. Also, more comments related to the quality of the home than anything else.
- The score is a fall on the 2022/23 Star survey where 83.2% of tenants were satisfied.

## TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?

# 84.7%



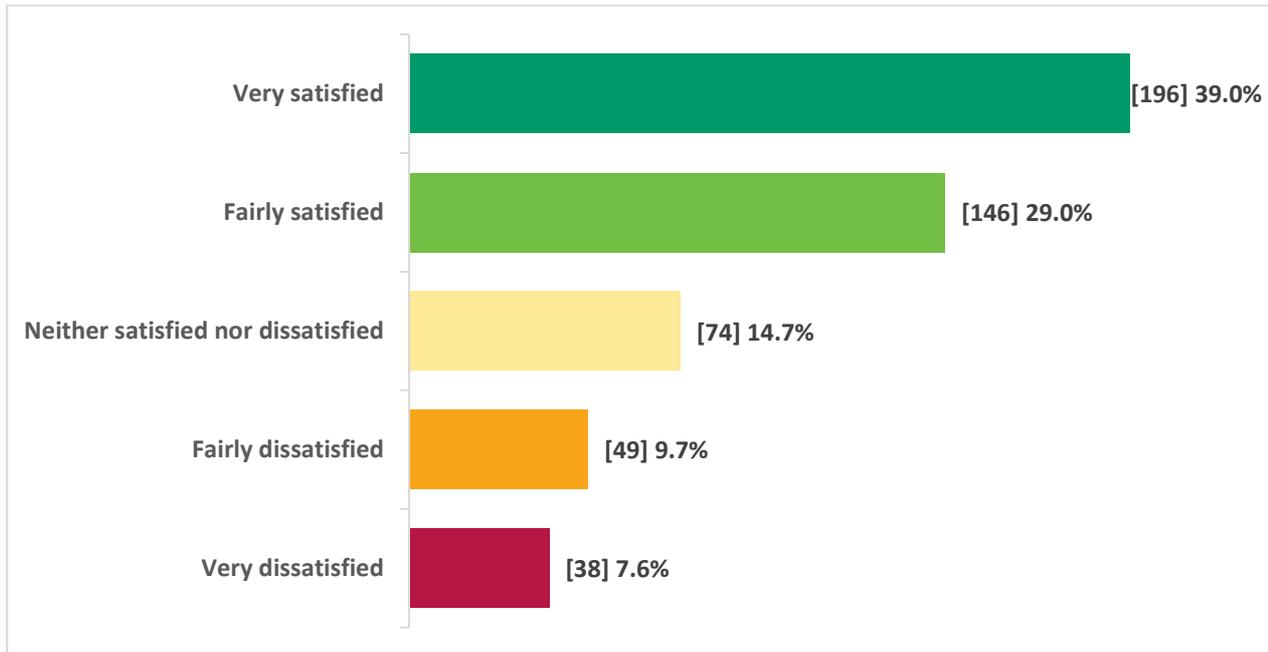
### Analysis

- 84.7% (453 respondents) were fairly or very satisfied and this is the highest scoring question on the survey.
- It does nevertheless represent a fall on the score achieved in the 2022/23 Star survey, of 93.9% satisfaction.
- The scores for General Needs and Sheltered are identical at 85%.
- Scores are also virtually identical between property types (Houses 85%, Flats & Bungalows 84%)
- All age groups score above 70% with the 75+ age group scoring 94%.
- Breakdown by ethnicity is very similar (85% White British, 83% Other).

## TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?

# 68.0%



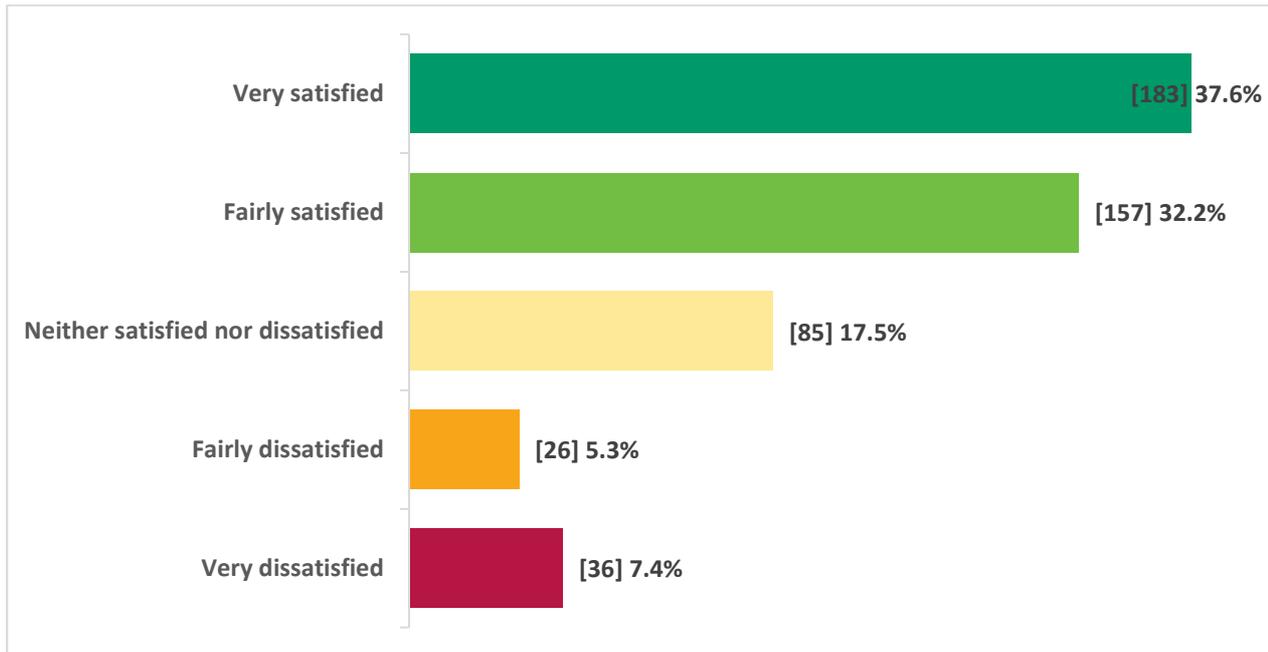
### Analysis

- 68.0% (342 respondents) were fairly or very satisfied.
- The satisfaction score is a fall on the 2022/23 Star survey of 77.1% satisfaction.
- 68% is the score returned by both General Needs and Sheltered Tenants, and indeed the scores across all the demographics were broadly similar, apart from higher satisfaction among the oldest age group (75+).
- The question is the joint-third key driver to satisfaction.

## TP07 – Keeps you informed

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps you informed about things that matter to you?

# 69.8%



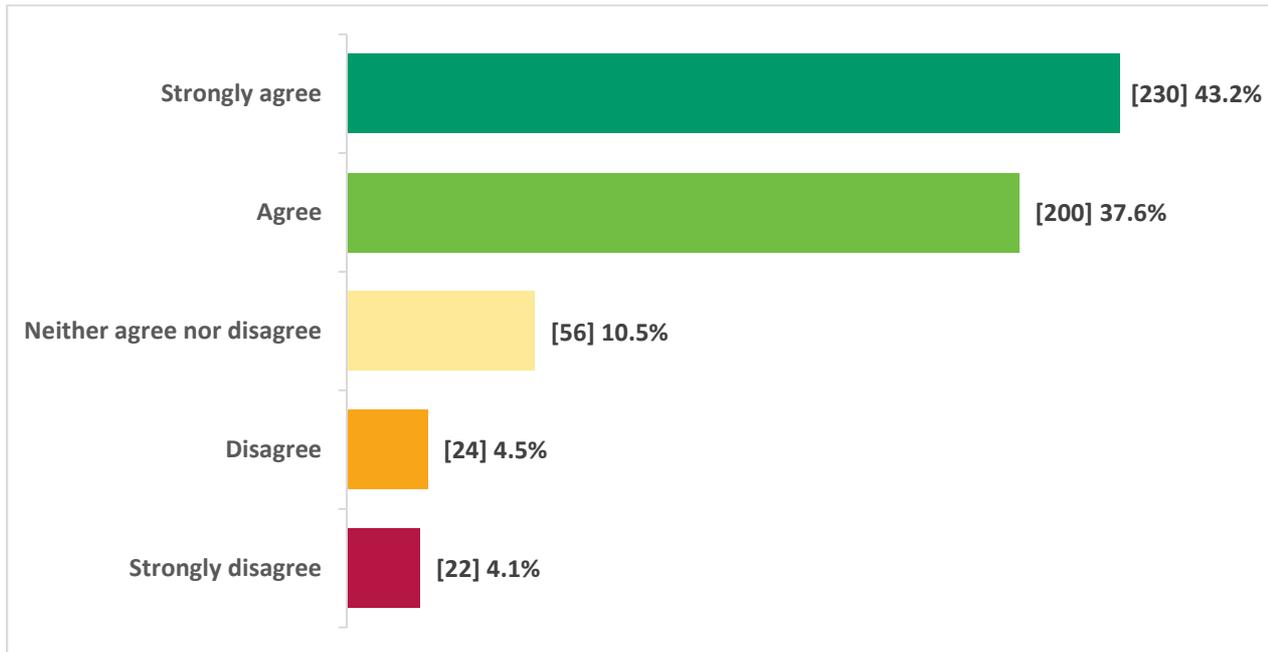
### Analysis

- 69.8% (340 respondents) were fairly or very satisfied.
- The score is a notable fall in satisfaction from the 2022/23 Star survey where the score was 85.2% satisfaction.
- General Needs customers (73%) were more satisfied than Sheltered (68%)
- Just 50% of the youngest age group (18-34) were satisfied with this aspect, compared to 80% of people aged 75+.

## TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: “Newark & Sherwood housing services treats me fairly and with respect”?

# 80.8%



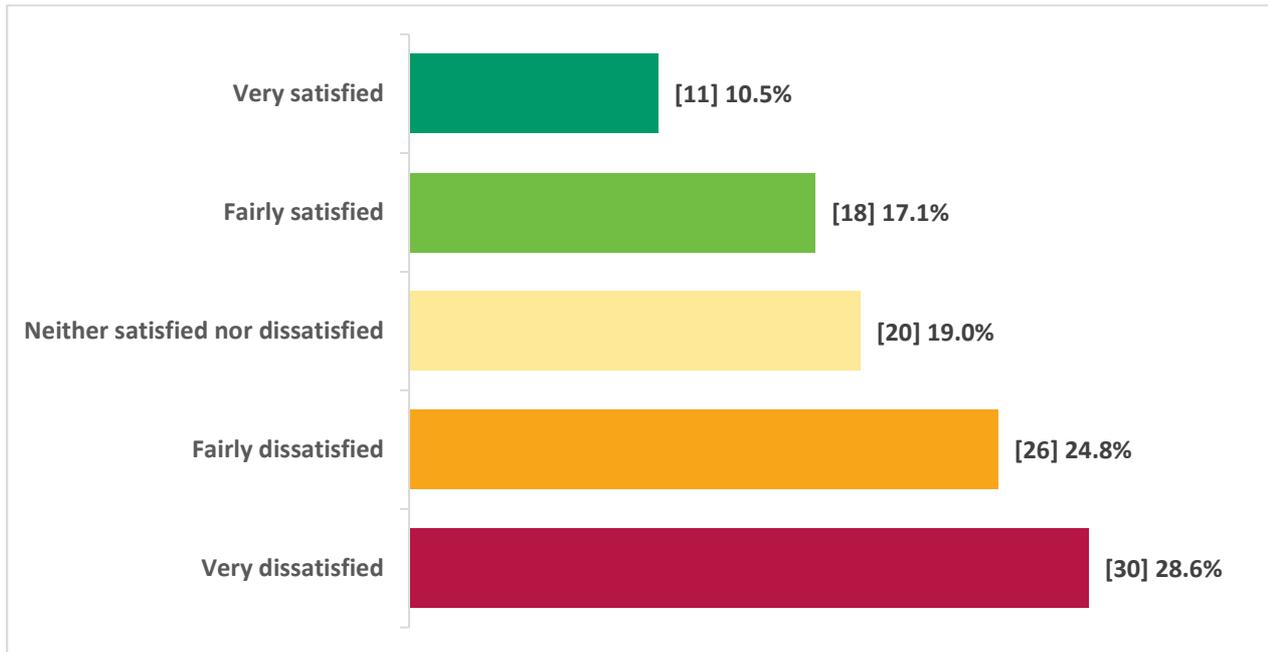
### Analysis

- 80.8% (430 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- This is the second highest scoring question on the survey, but is a fall on the 91.8% ‘agreement’ score achieved in the 2022/23 Star survey.
- Differences between tenure and property type were minimal.
- The greatest discrepancy was again with age, where the 18-34 age group scored 67% compared to 92% for the 75+ age group.
- The question is the joint-third key driver to satisfaction.

## TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?

# 27.6%



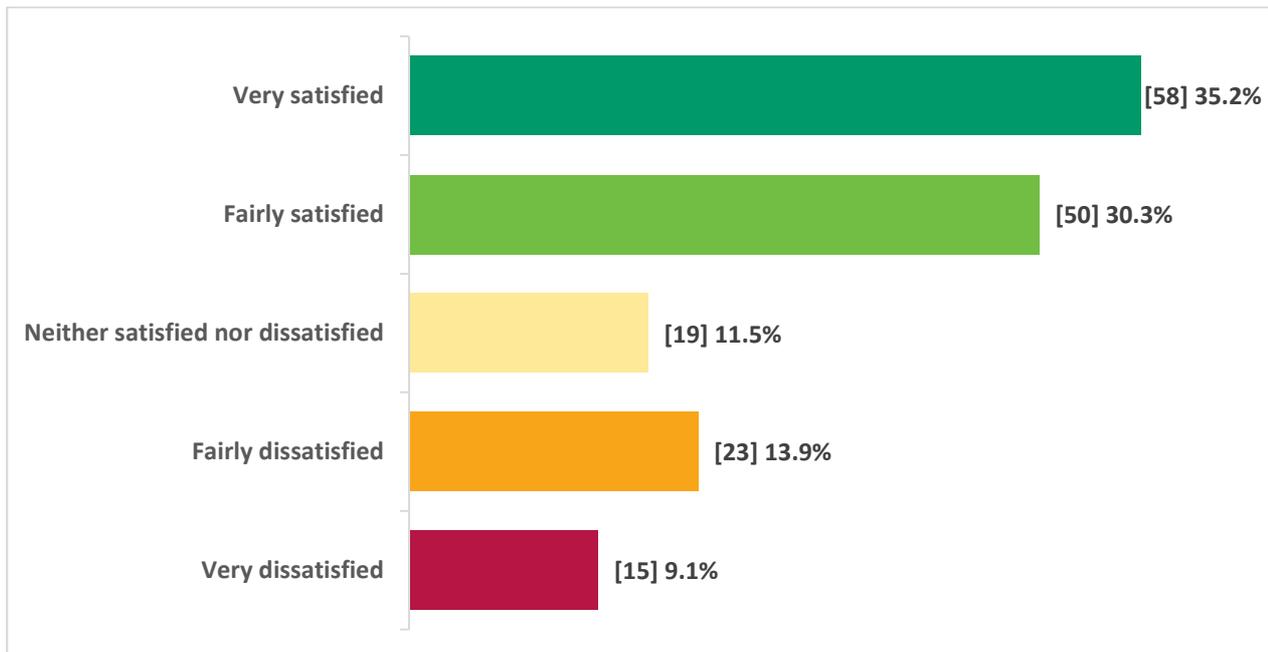
### Analysis

- Residents were asked, “Have you made a complaint to Newark & Sherwood housing services in the last 12 months?”. A total of 20.0% (107 respondents) stated ‘Yes’ compared to 80.0% (428 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked, TP09 above, where 27.6% (29 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey by some distance but is a small rise on the 25.8% satisfaction score achieved in the 2022/23 Star survey.

## TP10 – Communal Areas

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?

# 65.5%



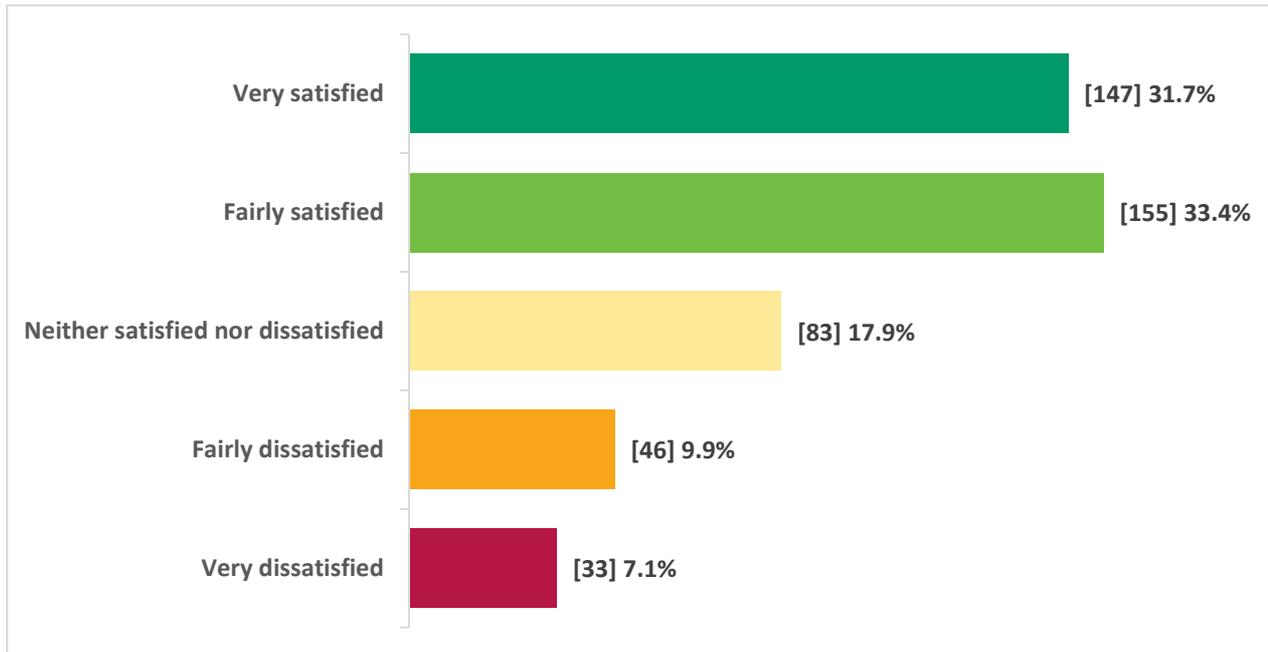
### Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?”. A total of 31.5% (169 respondents) stated ‘Yes’ compared to 63.5% (341 respondents) who stated ‘No’. A further 5.0% (27 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 65.5% (108 respondents) were fairly or very satisfied.
- General Needs tenants were slightly more satisfied than those in Sheltered – 68% to 65%.
- Tenants living in Flats were the most satisfied at 71% compared with 60% for Bungalows and 56% for Houses.

## TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Newark & Sherwood housing services makes a positive contribution to your neighbourhood?

# 65.1%



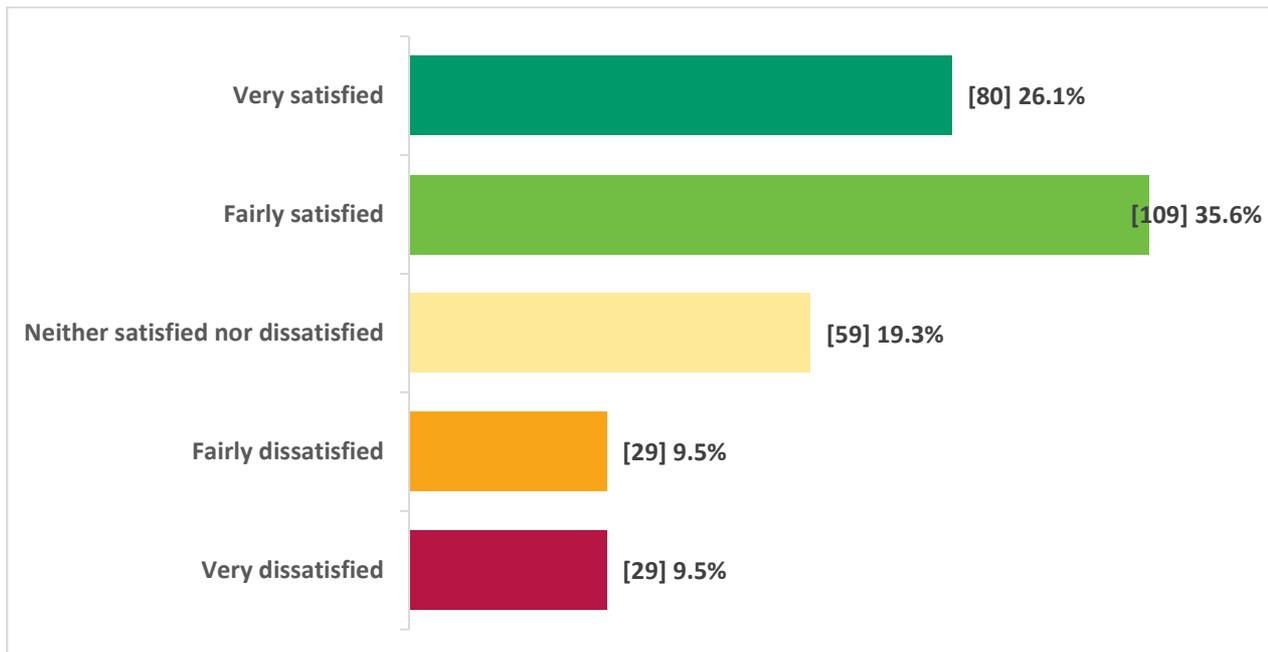
### Analysis

- 65.1% (302 respondents) were fairly or very satisfied.
- A relatively large number of respondents – 145 – were unable to answer this question, replying ‘don’t know / non applicable’. Many said that were not aware of how NSDC contributed to their neighbourhood, regardless of whether they were generally happy with the neighbourhood or not.
- Tenants in sheltered accommodation were 8 points more satisfied than General Needs (68% to 60%).
- Tenants in Flats were 10 points more satisfied than both Houses and Bungalows (72% to 62%).

## TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to handling anti-social behaviour?

# 61.7%



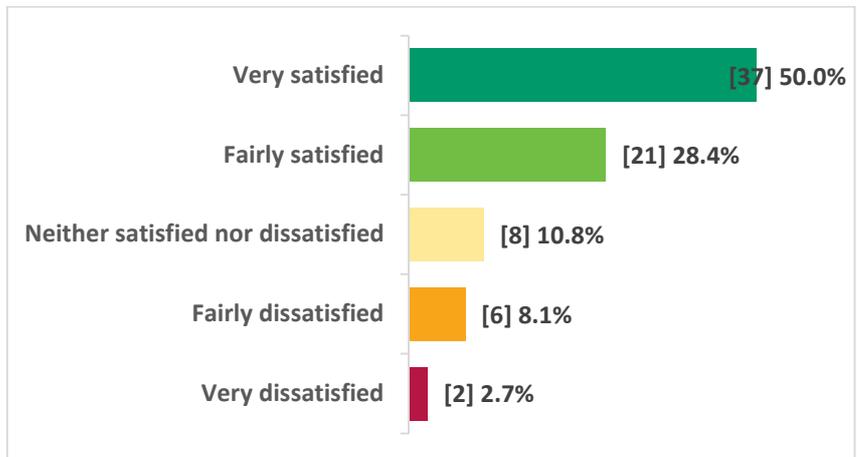
### Analysis

- 61.7% (189 respondents) were fairly or very satisfied.
- As with TP11, a relatively large number of respondents – 239 – were unable to answer this question, replying ‘don’t know / non applicable’. Many said they were not aware of what NSDC did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge NSDC’s contribution.
- The score is a large increase on the 47.8% achieved in the 2022/23 Star survey, although the questions are not directly comparable as in the Star survey it was only directed at people who had made an ASB complaint.
- Sheltered tenants were 6 points more satisfied than General Needs (64% to 58%)
- There was a particularly large difference between the 75+ age group (81%) and the other ages, notably 18-34 (44%).

## Additional Questions

### Lettings

If you rented a property in the last 12 months, how satisfied were you with the overall lettings process?

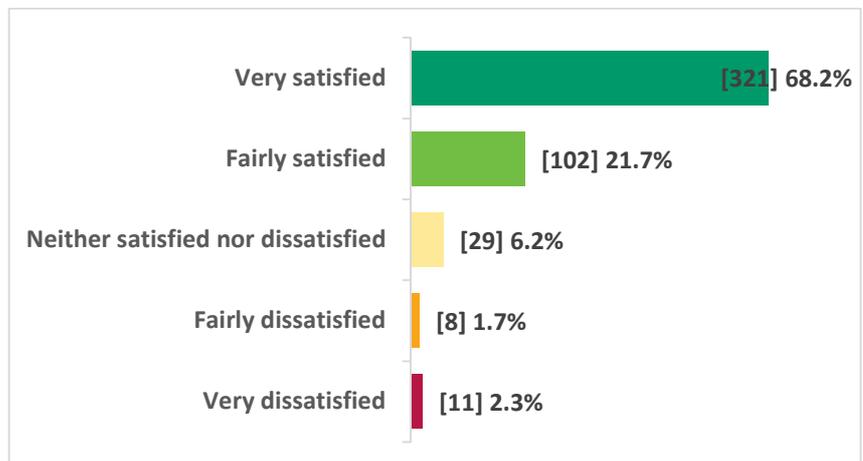


### Analysis

- 74 customers had rented a property in the last 12 months. 78.3% of these (58 respondents) were very or fairly satisfied.
- The result is 14 points lower than the current overall satisfaction score received on transactional surveys for new lettings (92%) and also below the score achieved for the overall lettings process in the Star survey (87.1%).

### Gas Servicing

How satisfied are you with the gas servicing provided by Newark & Sherwood?



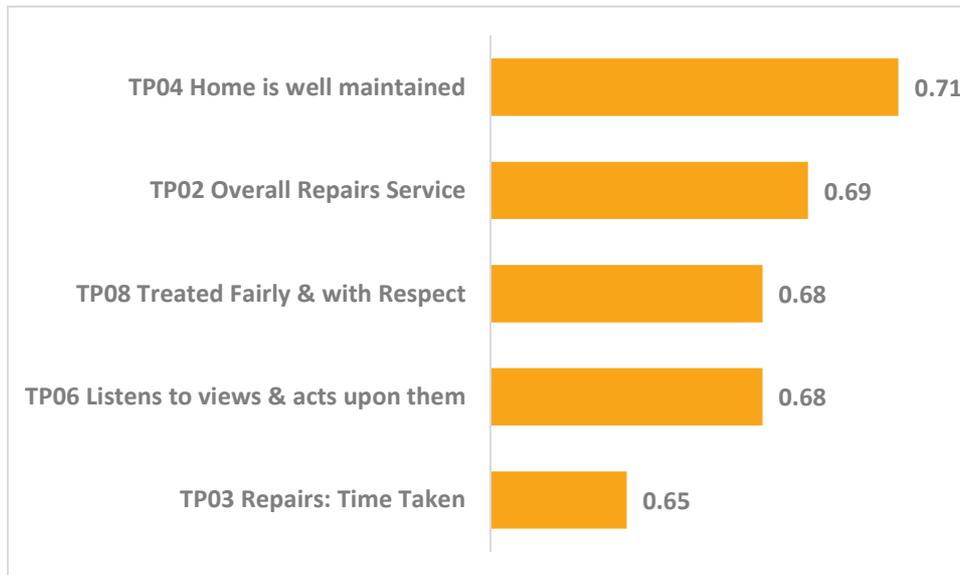
### Analysis

- 471 customers were able to answer this question and 89.8% (423 responses) were very or fairly satisfied.
- The result is just below the current overall satisfaction score received on transactional surveys for gas servicing of 93%, and also the score achieved for the gas servicing arrangements in the Star survey (91.9%).

## Further analysis

### Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



*Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:*

- *An r value close to 1 indicates that there is a strong relationship between the two variables*
- *A positive r value means that as one variable increases in value, the other variable will increase in value.*

All those featured show strong correlations to the overall satisfaction score, all the top 5 have stronger r values than appeared in the key drivers in the 2023 Star report.

Quality of the home comes out as most important driver with home being well maintained and the overall repairs service showing the strongest link to overall satisfaction.

The customer service element of the service is also shown as important to tenants with 'Being treated fairly & with respect' and 'That NSDC listens to your views and acts upon them' showing a strong correlation. The latter was the top key driver in the 2023 Star survey.

## Comments

Comments were collected after TP01 – Overall satisfaction - to explain reasons for satisfaction or dissatisfaction. A summary of the main themes arising from the comments is below.

Theme	Number of responses
Quality of home	57
Repairs	46
Service is too slow/unresponsive	45
Generally positive	41
Green areas/paths/communal spaces	27
Generally negative	18
Anti-social behaviour	10
Parking/street issues	9
Rubbish/litter/waste	8
More information/better communication	8
Call centre service	4
Gardens	3
Rent & charges	2

The most popular themes mirror the results of the key driver analysis, with quality of home and issues with repairs being those most raised by tenants. Again good customer service is shown as important with a large number of comments relating to wanting the service to act quicker or be more responsive.

# Annex 1 - copy of questionnaire

## Tenant Satisfaction Measures Survey

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

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

**Q2** Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?

- Yes
- No

**Q2a** How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

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

**Q2b** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

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

**Q3** How satisfied or dissatisfied are you that Newark & Sherwood provides a home that is well maintained?

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

**Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?**

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

**Q5 How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?**

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

**Q6 How satisfied or dissatisfied are you that Newark & Sherwood 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 To what extent do you agree or disagree with the following: "Newark & Sherwood housing services treats me fairly and with respect"?**

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

**Q8 Have you made a complaint to Newark & Sherwood housing services in the last 12 months?**

- Yes
- No

**Q8a How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?**

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

**Q9 Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?**

- Yes
- No
- Don't know

**Q9a How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?**

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

**Q10 How satisfied or dissatisfied are you that Newark & Sherwood 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

**Q11 How satisfied or dissatisfied are you with Newark & Sherwood 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

**Additional questions**

**Q12** If you rented a new property in the last 12 months, how satisfied were you with the overall lettings process?

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

**Q13** How satisfied are you with gas servicing provided by Newark & Sherwood?

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

**Q14** The council has a wide range of ways of tenants getting involved, would you be interested in getting involved?

- Yes
- No

**Q15** If yes, are you happy for us to share your details with the council so they can contact you about getting involved?

- Yes
- No

**Q15a** Finally is there anything you would like to say relating to the service provided by Newark and Sherwood housing services?

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