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# Babergh & Mid Suffolk District Councils TSM Tracker

Q2 2023/24 Report

September 2023

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# Introduction

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 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.

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 will also be given the opportunity to complete the survey online, if they wish.

The survey is designed to collect the views of approximately 300 tenants per quarter, with half from Babergh Council and the other half from Mid Suffolk Council. This report presents an analysis of the results based on the 337 completed interviews for Q2 2023/24; 242 were completed by phone and 95 online.

The survey is confidential, and the results are sent back to Babergh & Mid Suffolk Councils anonymised unless tenants give their permission to be identified – 81% of tenants did give permission to share their responses with their details attached and 94% of these tenants are happy for Babergh and Mid Suffolk 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 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 from April 2024 onwards.

For the overall results, Acuity, Housemark and the Regulator of Social Housing 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, 337 responses were received this quarter. This response is high enough to conclude that the findings are accurate to within  $\pm 5.2\%$  for the quarter and  $\pm 2.4\%$  annually.



# 64%

## Overall Satisfaction

The survey for Q2 23/24 found that satisfaction with the overall service provided by Babergh & Mid Suffolk Councils is 64%.

There are higher levels of satisfaction for the provision of a safe home (76%) and treating tenants fairly and with respect (67%).

The remaining measures fall mostly between 51% to 65%, with listening to and acting on views at 51% and the repairs service in the last 12 months at 65%.

In addition, 39% of tenants would recommend the Council to other people.

In general, as will be shown on the following slides, satisfaction has decreased since the previous survey.

# Key Metrics Summary Q1 2023/24



**64%** Well maintained home



**54%** Anti-social behaviour



**76%** Safe home



**51%** Listens & Acts



**65%** Repairs - Last 12 months



**65%** Kept informed



**53%** Time taken - Last repair



**67%** Treats fairly & with respect



**62%** Communal areas clean & well maintained



**28%** Complaints handling



**58%** Positive contribution to neighbourhood



**39%** Promoters





# Overall Satisfaction



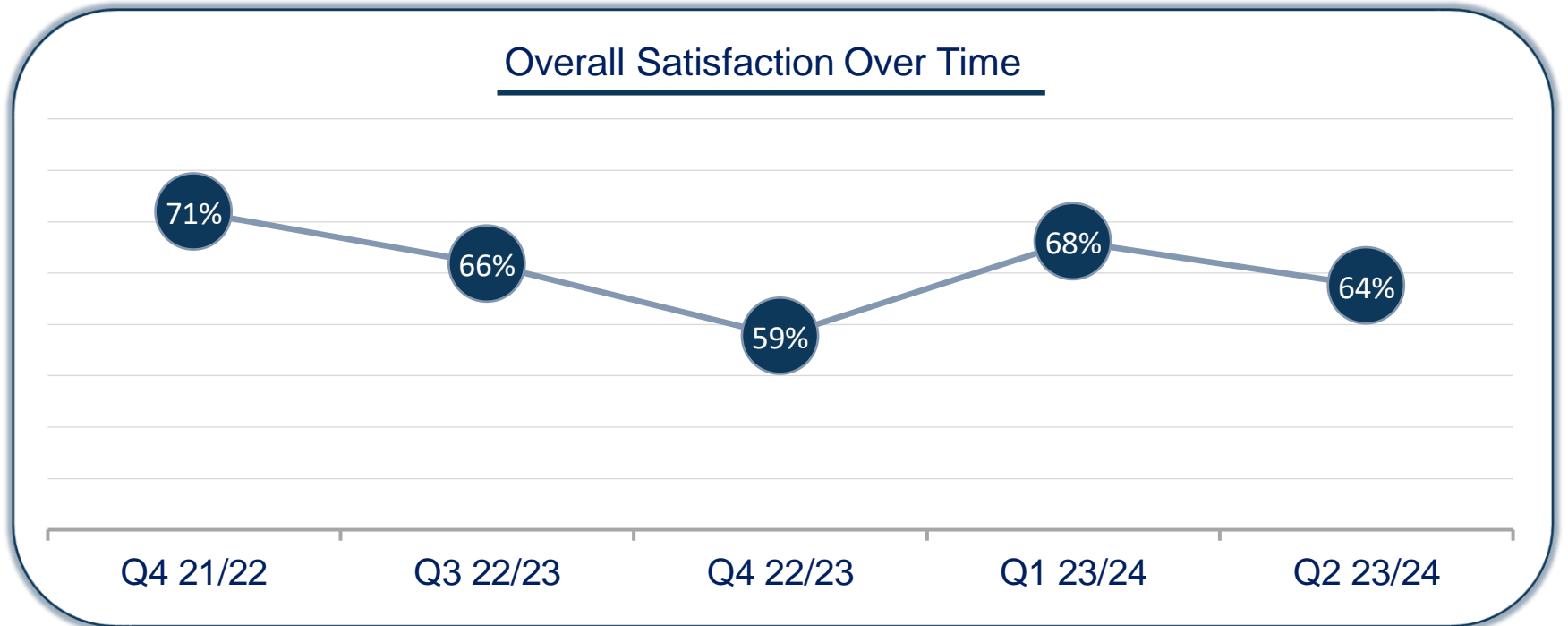
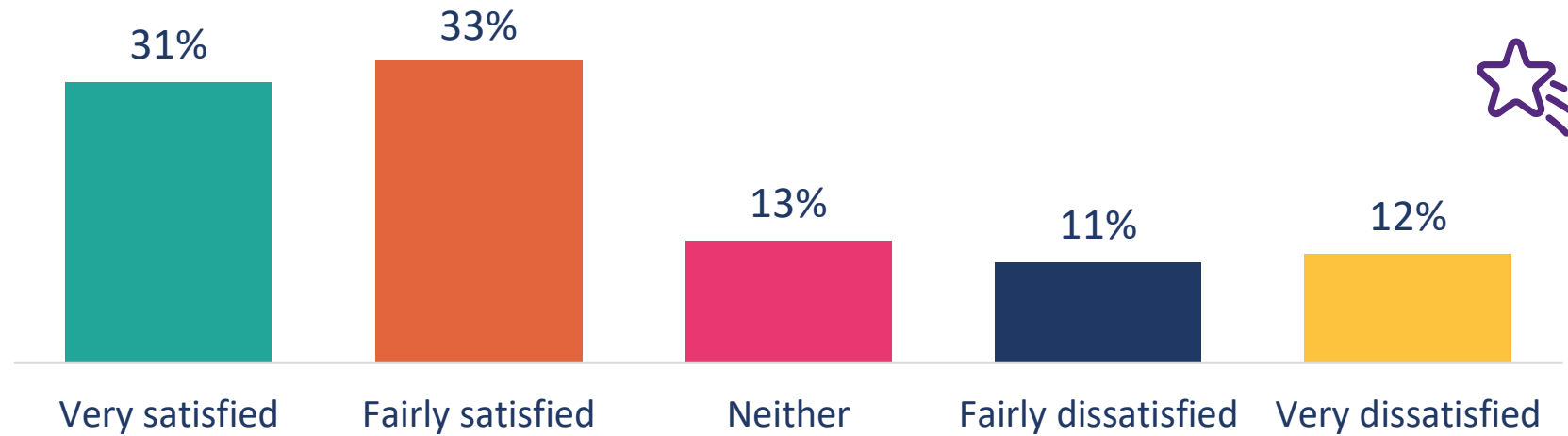
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Babergh & Mid Suffolk DC?" This is the key metric in any tenant perception survey.

Around two-thirds of tenants (64%) are satisfied, with similar numbers very satisfied and fairly satisfied (31 and 33% respectively). Almost a quarter of tenants (23%) are dissatisfied with the overall service provided and a further 13% are neither satisfied nor dissatisfied.

Overall satisfaction has fallen by 4% since last survey but remains above the level in Q4 22/23.

The appendix shows satisfaction by different demographic groups, including tenants of Babergh Council (66%) compared with those of Mid Suffolk Council (62%).

# Overall Satisfaction





# Keeping Properties in Good Repair





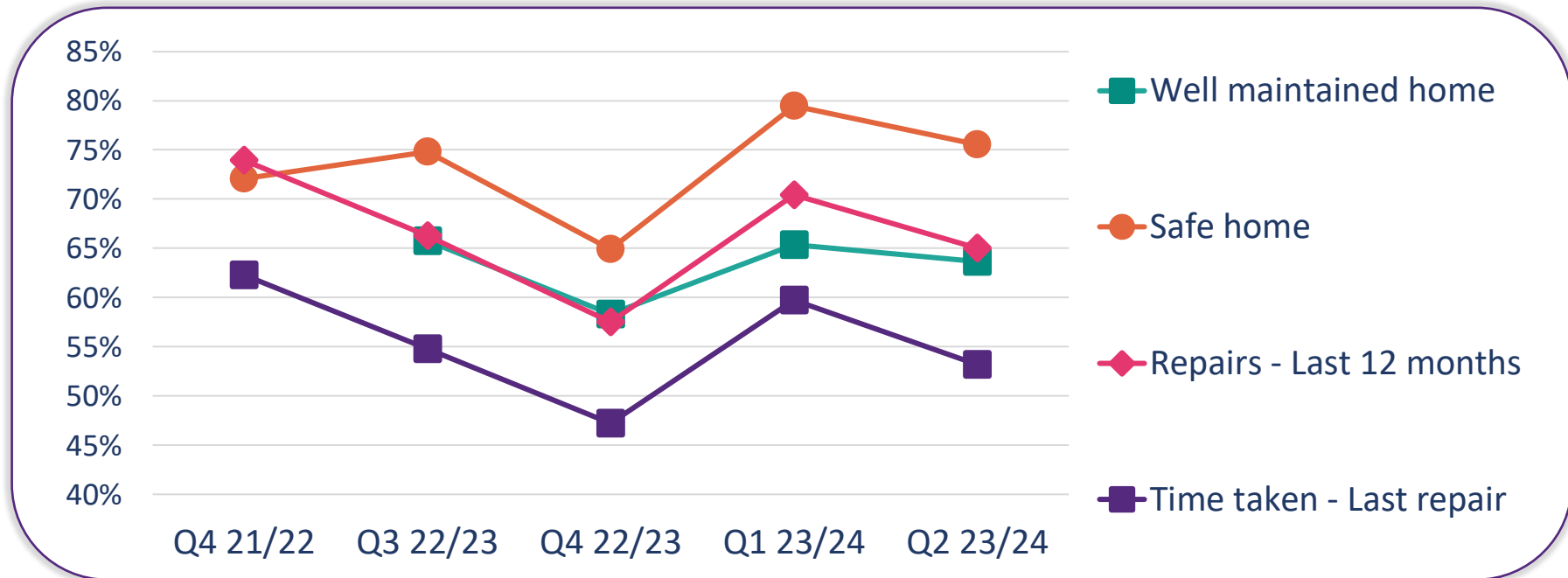
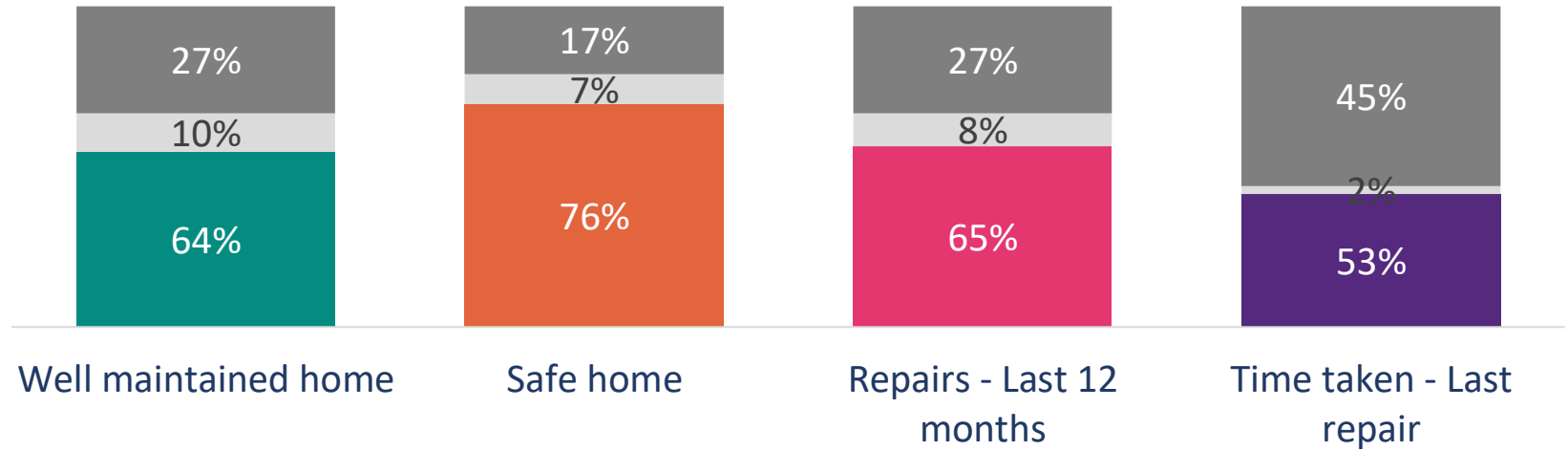
# Keeping Properties in Good Repair

Two-thirds of tenants (64%) are satisfied that the Councils provide them with a home that is well maintained, although a quarter (27%) are dissatisfied. Satisfaction with this measure has decreased by 1% since the previous survey.

More tenants are satisfied that their homes are safe (76%), with just 17% dissatisfied. Though satisfaction has also decreased here, by 3%.

Two-thirds of tenants (65%) are satisfied with the repairs service in the last 12 months, down 5%. Although 27% are dissatisfied.

In Q2 23/24, 7% less tenants are satisfied with the time taken to complete their most recent repair. However, almost half (45%) remain dissatisfied, and this is often a cause of dissatisfaction with the repairs service generally. Additionally, 40% of tenants currently have damp or mould issues in their homes, which need to be addressed. This is a 4% increase since last survey.



\*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





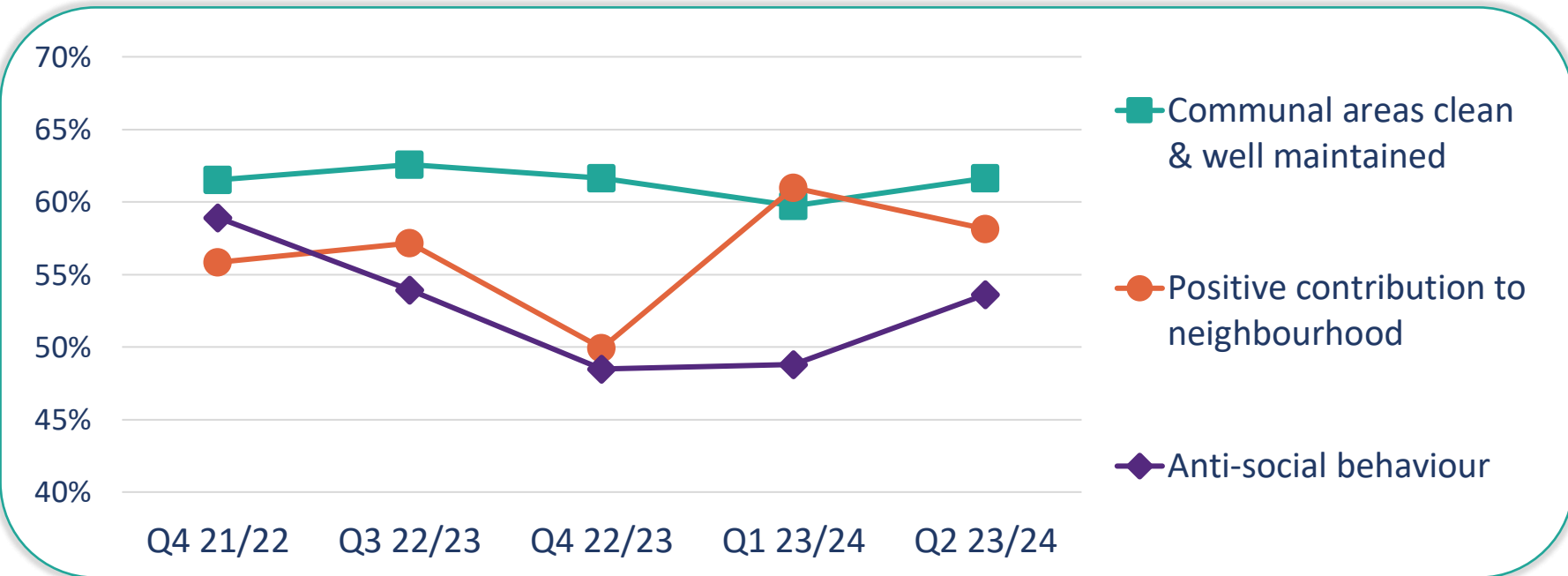
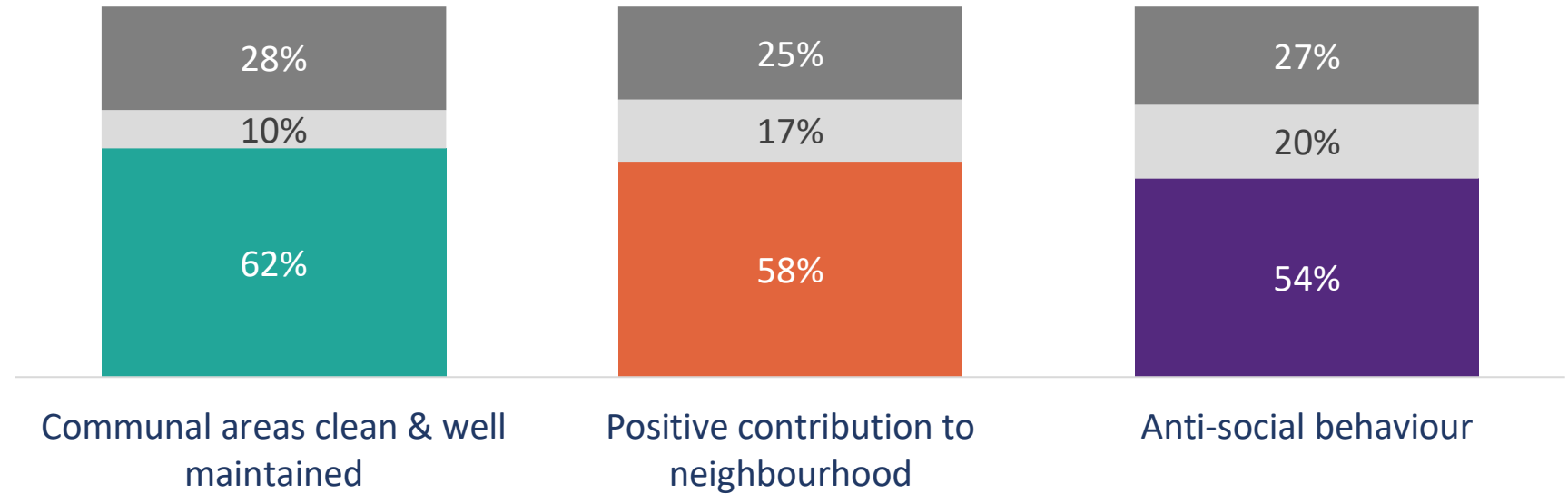
# Responsible Neighbourhood Management

A quarter of tenants (27%) stated that they live in a building with communal areas that Babergh & Mid Suffolk is responsible for maintaining.

Of these, six out of ten tenants (62%) are satisfied that Babergh & Mid Suffolk keeps their communal areas clean and well maintained. However, 28% are dissatisfied, though satisfaction has decreased by 7% since the previous survey.

A similar number of tenants (58%) are satisfied that Babergh & Mid Suffolk Councils make a positive contribution to their neighbourhoods. This is a decrease of 58% since Q1 23/24.

Over half the tenants (54%) are satisfied with the Councils' approach to handling anti-social behaviour, an increase of 5% since last survey.





Respectful & Helpful Engagement

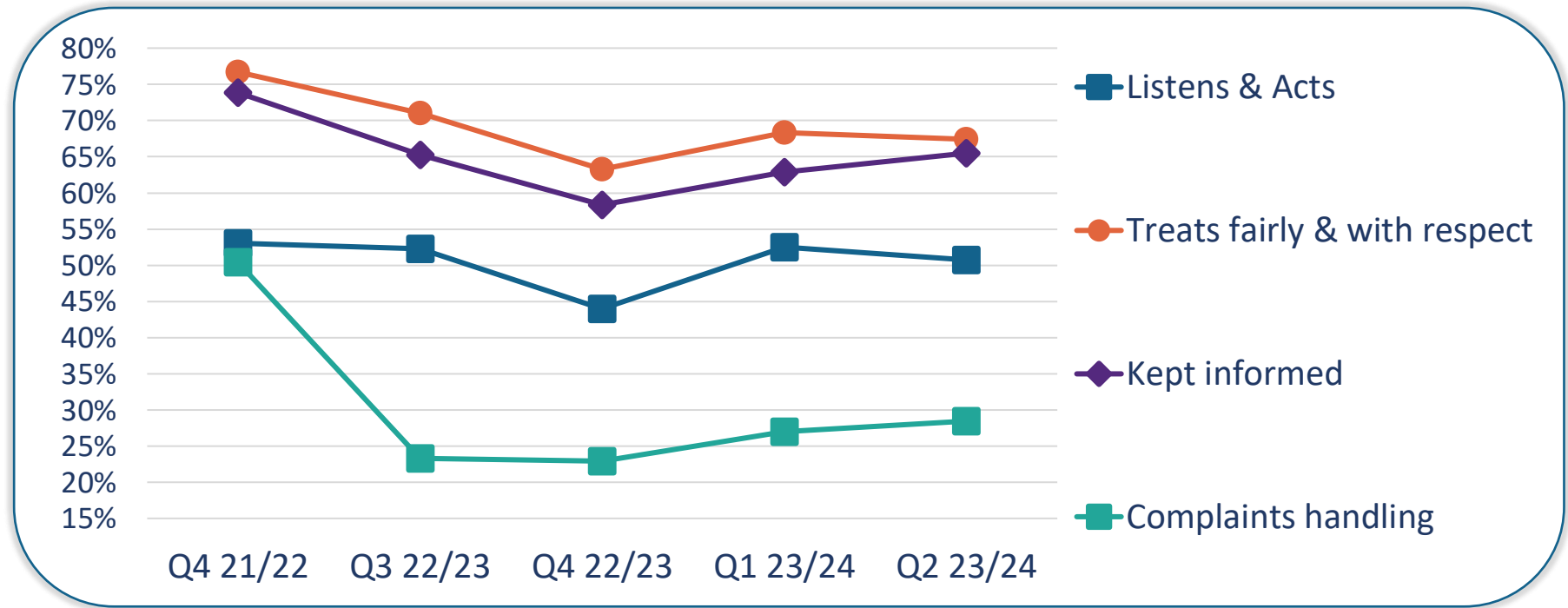
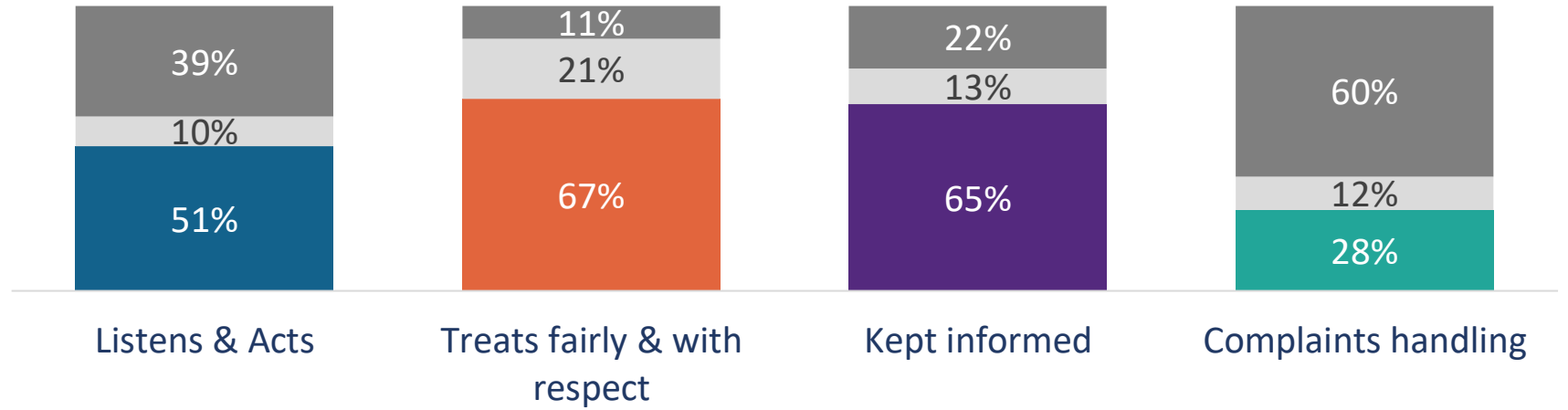


# Respectful & Helpful Engagement

Around two-thirds of tenants are satisfied with how they are kept informed about things that matter to them (65%), although fewer are satisfied that Babergh & Mid Suffolk listens to their views and acts upon them (51%). Satisfaction has changed little for these two measures, increasing by 2% for being kept informed and decreasing by 2% for listens and acts.

Around two-thirds of tenants agree that they are treated fairly and with respect (67%), changing by only 1% since last survey.

A third of tenants (31%) stated that they made a complaint in the last 12 months, but it is not clear how many of these are actual complaints following a failure of service or service requests yet to be fully actioned; it is likely that few will be actual complaints. Nonetheless, just 28% of tenants are satisfied with the way complaints are handled. Though dissatisfaction is high, it has decreased by 7% since last survey.

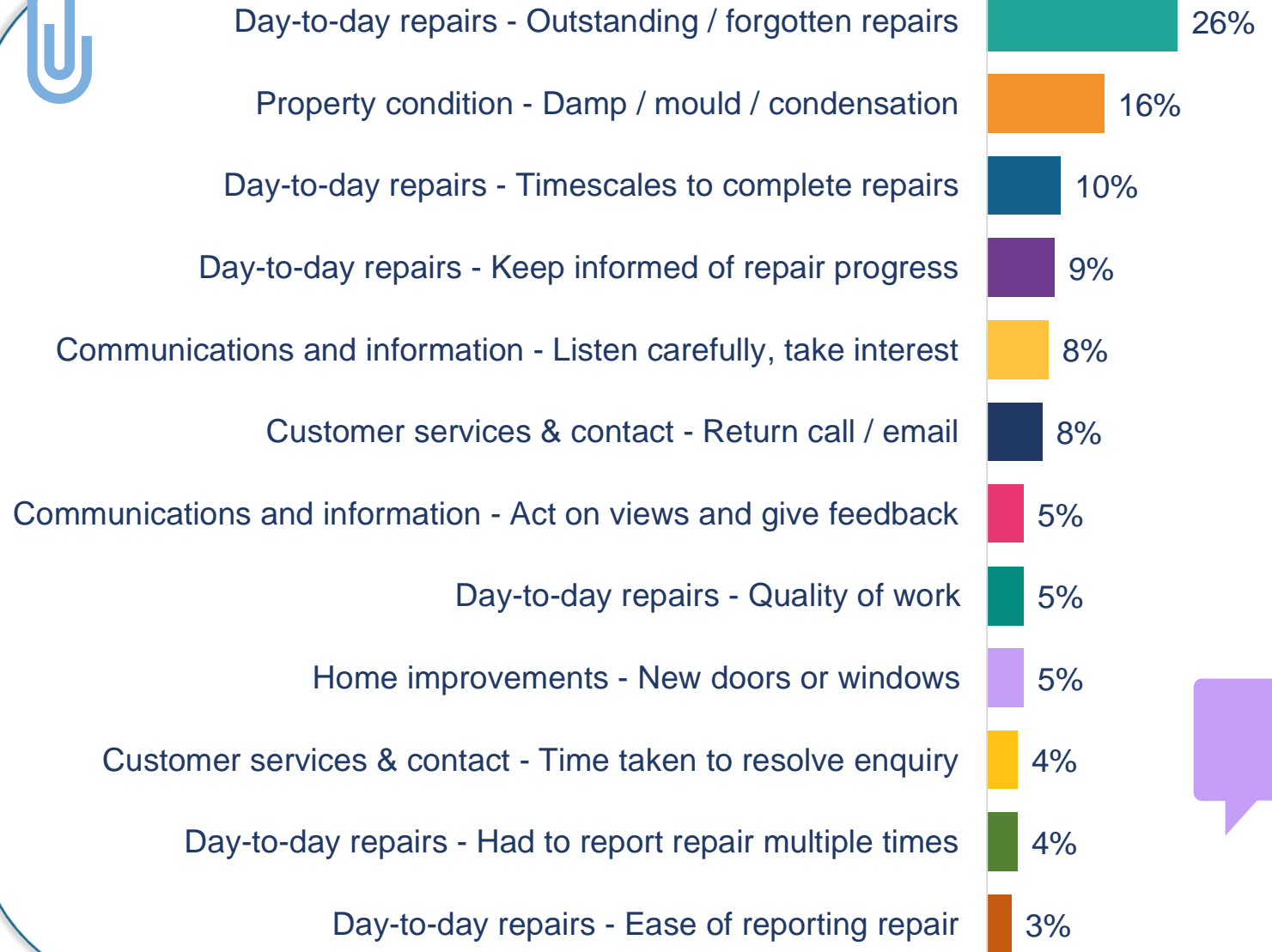


\*From Q3 2022/23 satisfaction with complaints handling is now only asked to those who had used service in last 12 months.





# Comments – Listens & Acts



Number of respondents: 119

Tenants not satisfied with the way Babergh & Mid Suffolk Councils listen to their views and act upon them were asked to explain why, and 119 tenants made comments.

Tenants' main concern is around dealing with outstanding or forgotten repairs and damp and mould.

Concerns around outstanding or forgotten repairs is the same as last survey, but the timescales to complete repairs is a less significant issue. However, damp and mould concerns are a growing issue.

No other category stands out, with being kept informed of repair progress, listening carefully and taking an interest and returning calls and emails also being mentioned.

Overall, the repairs service accounts for most of the comments.





Recommending Babergh & Mid Suffolk



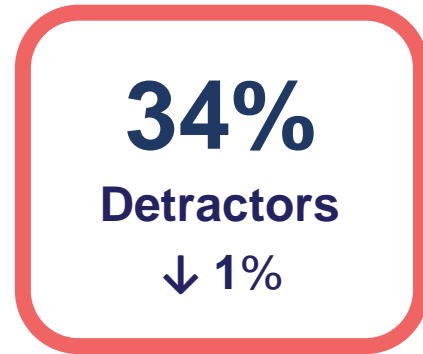
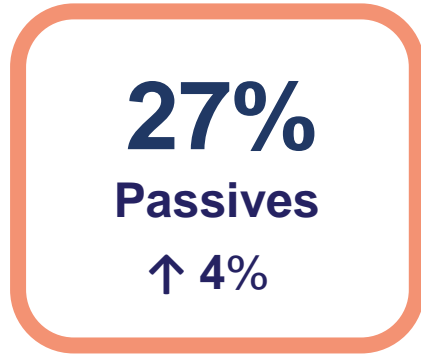
Tenants were asked, "How likely would you be to recommend Babergh & Mid Suffolk Councils to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?"

Four out of ten tenants (39%) are promoters, very loyal and happy to promote Babergh & Mid Suffolk to other people, with 28% scoring a 10 out of 10. A quarter of tenants are currently passive and could be persuaded either way (27%). However, around a third of tenants (34%) are detractors and likely to have negative views about the Councils.

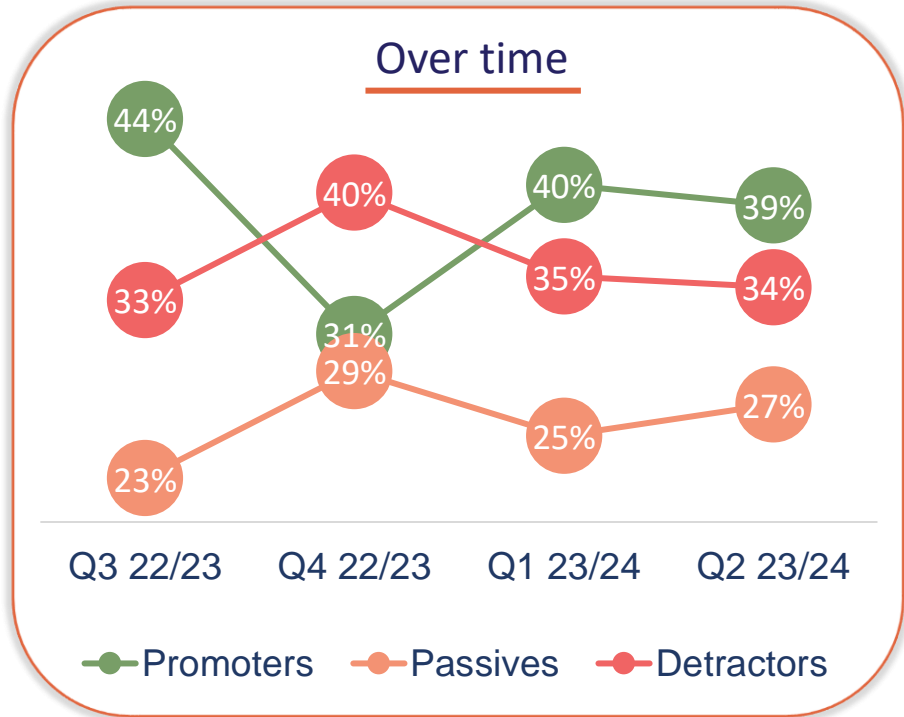
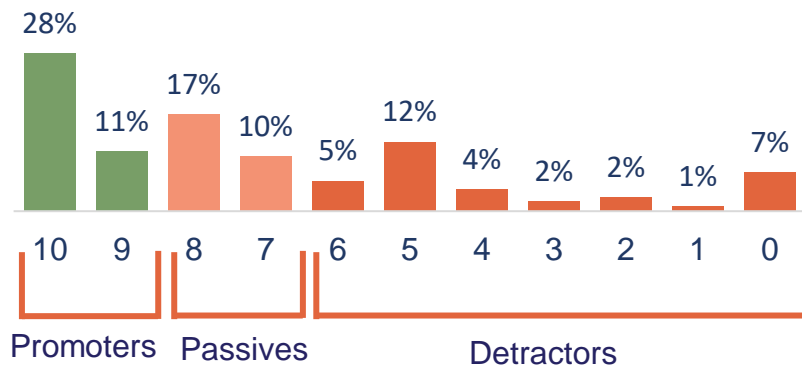
The Net Promoter Score in Q2 23/24 (promoters minus detractors) is 5, which is the same as last survey. Compared to the change last survey, the number of promoters, passives and detractors has remained very stable.

**5**  
NPS ↑ 0

# Recommending Babergh & Mid Suffolk



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





# Internet & Online Services





# Internet & Online Services

Just under three-quarter of tenants (74%) say they have access to the internet, either at home or elsewhere, a 4% decrease since last survey. Whilst 25% of tenants do not have access to the internet.

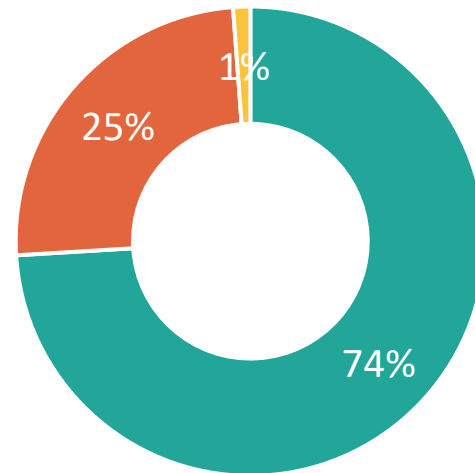
Of these tenants, the vast majority use the internet daily or almost daily (88%), or weekly (6%). Just 2% say they have not used the internet in the last 3 months.

In regard to satisfaction with the online services provided by Babergh & Mid Suffolk Councils, 72% of tenants are satisfied, a 3% increase since last survey. Some 12% of tenants are neither satisfied nor dissatisfied, perhaps because they do not use these services. However, 16% are dissatisfied, which is a decrease of 2% since Q1 23/24.

## Internet access frequency

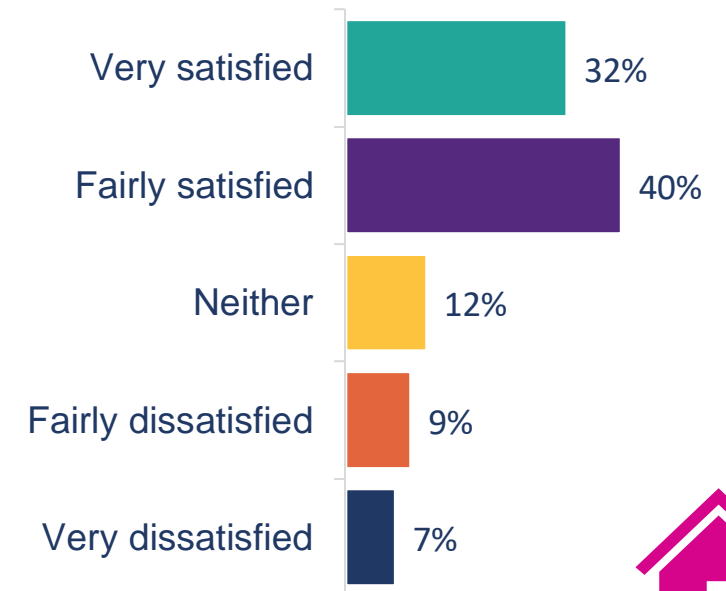


## Access to the internet?



■ Yes ■ No ■ Don't know

## Satisfaction with online services





# Trends



Satisfaction with most measures included in the survey is down in Q2 23/24, following increases in the previous survey.

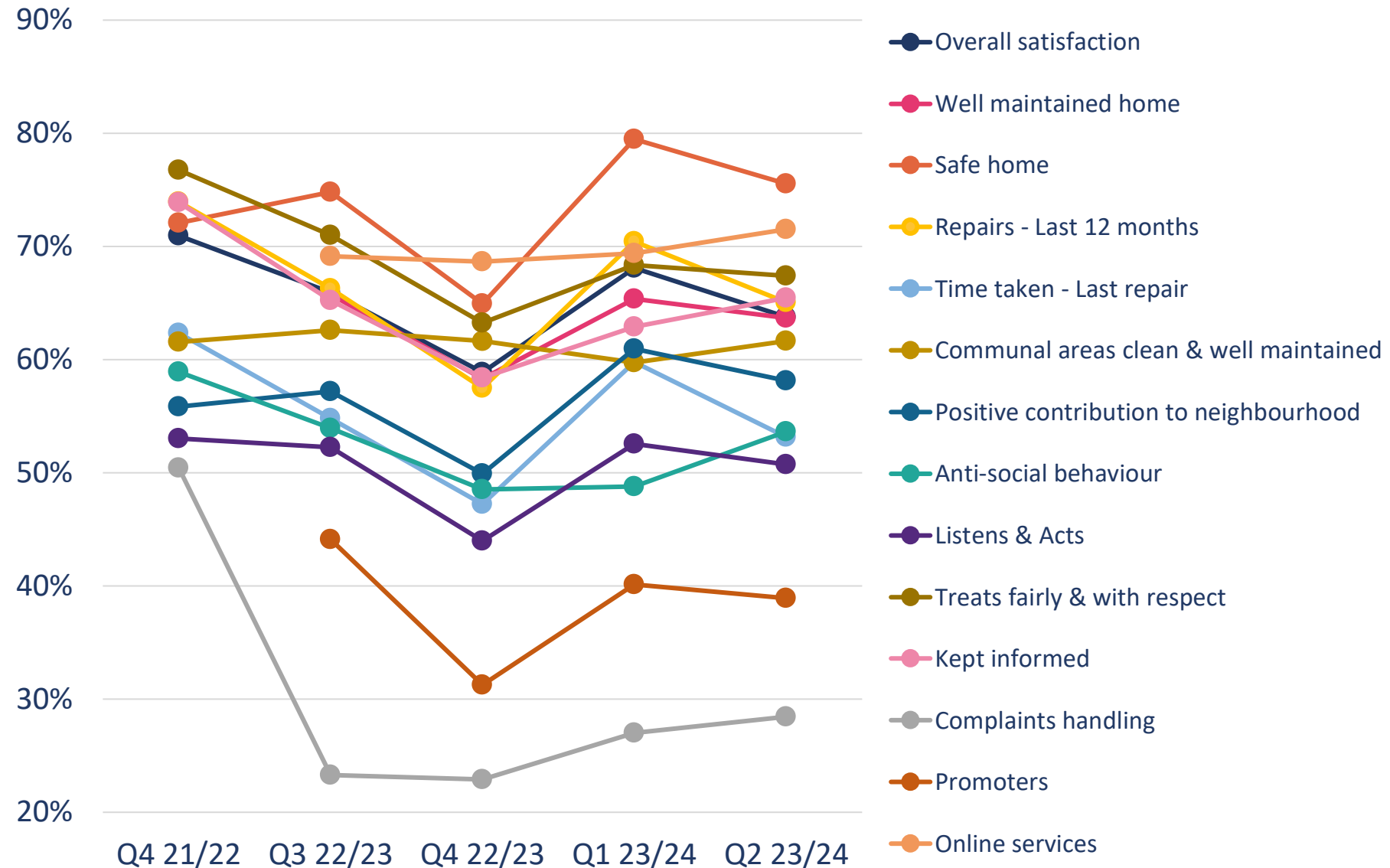
Satisfaction has decreased for all measure except for four: complaints handling (up 1%), the maintenance of communal areas (up 2%) being kept informed (up 3%) and how ASB is dealt with (up 5%).

The largest decrease was for the time taken for the last repair, followed by the repairs service in the last 12 months.

Overall satisfaction and the provision of a safe home both fell by 4% as well. The remaining decreases were minor, changing by 3% or less.

A lot of the gains made between Q4 22/23 and Q1 23/24 were lost this survey. It will be interesting to see if the pattern repeats again next survey, with satisfaction increasing again.

# 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 progress throughout the year, the year-to-date average will be calculated which will give a more accurate view and is also not so subject to the fluctuations between quarters.

Generally, the chart opposite shows that satisfaction has remained fairly consistent throughout the year. Although satisfaction with ASB handling is rising, while satisfaction with the safety of the home is falling.



\*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 handing is now only asked to those who had used the service in the last 12 months.







# Conclusion



# Conclusion

Acuity has been commissioned to continue the quarterly tracker surveys following the success of those undertaken for the Babergh & Mid Suffolk District Councils last year. The aim is to complete 300 surveys each quarter, using telephone and online methods, with around half for each Council. The surveys are designed to meet the requirements of the Regulator of Social Housing and use the new Tenant Satisfaction Measures, which are due to be reported for the first time in 2024.

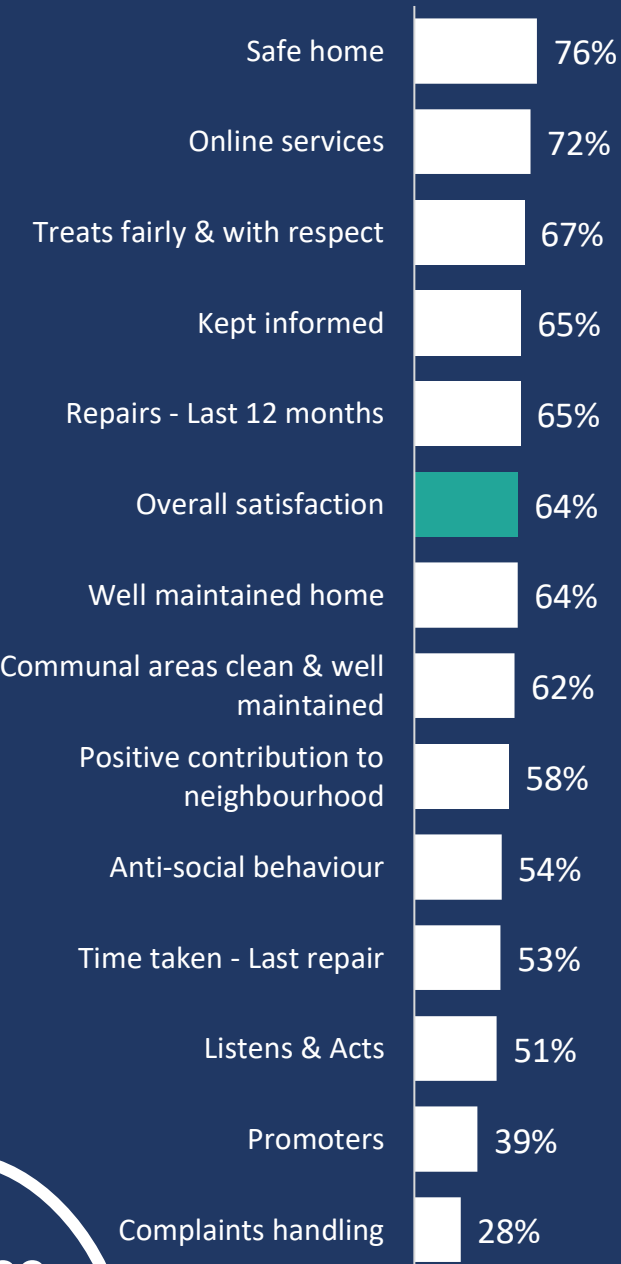
This survey shows some good levels of satisfaction with the services provided by Babergh & Mid Suffolk, though satisfaction has generally decreased since the previous survey.

Just under two-thirds (64%) are satisfied with the overall service provided, with almost a quarter (23%) dissatisfied. This rating sits towards the middle of the list of measures, as shown opposite; the highest levels of satisfaction is with the provision of a safe home (76%), followed by online services (72%) and being treated fairly and with respect (67%).

However, on the other end of the scale, just 54% of tenants are satisfied with how ASB is dealt with, 53% with the time taken for the last repair and 51% are satisfied that their views are listened to and acted upon. In addition, 39% of tenants would recommend the Councils to other people, with a Net Promoter Score of 5. This measure remaining largely the same as last survey.

Satisfaction with the overall service provided has decreased by 4% since the previous survey in Q1 23/24, with larger decreases for the time taken for the last repair (down 7%) and the repairs service in the last 12 months (down 5%). On a positive note, satisfaction with ASB handling is up by 5%, with being kept informed increased by 3%.

The survey included an open question about the Councils listening to and acting on their views and 119 tenants made comments. The biggest concerns are around outstanding or forgotten repairs, account for over a quarter of the comments, and the presence of damp and mould. These issues are similar to last survey; however, these are both larger issues compared to last survey, with the timescale to complete repairs being smaller this survey.



# Recommendations

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 second survey of the year and is reported as Q2 23/24.

Despite there being some good satisfaction scores, there are always areas that can be improved further, and the recommendations opposite may help the Councils to target these.



## How complaints are dealt with

Complaints handling has remained largely the same as last survey, seeing only a 1% increase in satisfaction, though dissatisfaction has fallen by 7%. However, it still has much lower satisfaction than any other measure. Communication is very important with complaints handling; it may be beneficially to inform tenants of what they can expect from the complaints process. Like with the repairs service, managing tenant expectations, and clarifying what a complaint is, rather than a service request, may help to raise satisfaction. Additionally, reassuring tenants that their complaint will be dealt with will raise satisfaction.



## Repairs & maintenance

The repairs service has been an improvement recommendation for the last two surveys. The main areas of concern are outstanding or forgotten repairs and the timescale to complete repairs. Based on the comments, fewer tenants are concerned with the timescale to complete repairs; however, outstanding or forgotten repairs remains the biggest tenant concern. Having said this, dissatisfaction fell by 7%, the most of any measure, for the time to complete the last repair. There is still room for improvement in both these areas. Perhaps managing tenant expectations regarding the timescale to complete repairs will raise satisfaction.



## Communication and Information

Satisfaction with listening to and acting on tenants' views and treating tenants fairly and with respect both fell since last survey. Additionally, several tenants attributed dissatisfaction with the repairs service to not being kept informed of the repairs progress. Returning calls and emails was also mentioned. It is important the tenants are proactively contacted so they do not get frustrated trying to contact the councils. These comments suggest that improving communication will raise satisfaction in several other measures, particularly repairs, complaints and ASB handling.





# Appendix 1 – Demographics





# Council

The table opposite shows that Babergh tenants are generally more satisfied.

Regarding satisfaction with the overall service provided, Babergh tenants are more satisfied; 66% compared with 62%.

There are some measures where the differences between the two are very small, like having a well maintained and safe home and how ASB is dealt with. However, there are some measures with large differences in satisfaction.

Babergh tenants are much more satisfied with the repairs service in the last 12 months and with the time taken for the last repair.

Despite being less satisfied overall, Mid Suffolk tenants are 13% more satisfied with the maintenance of communal areas and 9% more satisfied with complaints handling.



|  | Mid Suffolk District Council | Babergh District Council |
|--|------------------------------|--------------------------|
| Overall satisfaction                   | 62%                          | 66%                      |
| Well maintained home                   | 63%                          | 64%                      |
| Safe home                              | 75%                          | 76%                      |
| Repairs - Last 12 months               | 58%                          | 73%                      |
| Time taken - Last repair               | 46%                          | 60%                      |
| Communal areas clean & well maintained | 69%                          | 56%                      |
| Positive contribution to neighbourhood | 53%                          | 62%                      |
| Anti-social behaviour                  | 53%                          | 55%                      |
| Listens & Acts                         | 51%                          | 51%                      |
| Kept informed                          | 64%                          | 67%                      |
| Treats fairly & with respect           | 68%                          | 67%                      |
| Complaints handling                    | 33%                          | 24%                      |
| Promoters                              | 35%                          | 42%                      |
| Online services                        | 69%                          | 74%                      |

Base: Mid Suffolk = 168, Babergh = 169

# Tenure

Babergh & Mid Suffolk has three main tenure types, although very few tenants with a non-secure licence responded to the survey. Therefore, just the results from the other two tenure groups are shown opposite. The vast majority of tenants have a secure tenancy.

Generally, tenants on an Introductory tenancy are far more satisfied than those with a secure tenancy; 33% more are satisfied with the overall service provided and 36% more are satisfied with the repairs service in the last 12 months.

The only exceptions to this is for ASB handling, 15% higher for Secure tenants, and complaints handling, where 0% of Introductory tenants are satisfied. This reflects their small sample size.



|  | Secure | Introductory |
|--|--------|--------------|
| Overall satisfaction                   | 62%    | 95%          |
| Well maintained home                   | 63%    | 82%          |
| Safe home                              | 75%    | 82%          |
| Repairs - Last 12 months               | 64%    | 100%         |
| Time taken - Last repair               | 53%    | 67%          |
| Communal areas clean & well maintained | 59%    | 100%         |
| Positive contribution to neighbourhood | 57%    | 69%          |
| Anti-social behaviour                  | 55%    | 40%          |
| Listens & Acts                         | 49%    | 67%          |
| Kept informed                          | 65%    | 79%          |
| Treats fairly & with respect           | 67%    | 71%          |
| Complaints handling                    | 29%    | 0%           |
| Promoters                              | 37%    | 57%          |
| Online services                        | 69%    | 93%          |

Base: Secure = 313, Introductory = 21

# Age group

When looking at the results of the survey by the age range of the tenants it demonstrates that generally satisfaction increases with age. In this respect, this is like many similar surveys with other social landlords.

Like last survey, the most satisfied are tenants aged 85 and over or 75 to 84. The younger age groups are generally the least satisfied, with 35-44 year olds being the least satisfied.

Other than the oldest age groups, 55-59 year olds are the most satisfied with listening to and acting on views and have the highest percentage of promoters.

It is not entirely clear why this is, but it could be that older people are generally less likely to complain and, perhaps, put up with lower standards of service, whereas younger tenants have higher expectations of what they feel services should look like.



|  | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 59 | 60 - 64 | 65 - 74 | 75 - 84 | 85 + |
|--|---------|---------|---------|---------|---------|---------|---------|------|
| Overall satisfaction                   | 49%     | 44%     | 55%     | 69%     | 69%     | 73%     | 80%     | 70%  |
| Well maintained home                   | 41%     | 40%     | 54%     | 69%     | 69%     | 75%     | 84%     | 87%  |
| Safe home                              | 58%     | 45%     | 64%     | 79%     | 86%     | 93%     | 91%     | 95%  |
| Repairs - Last 12 months               | 50%     | 55%     | 61%     | 70%     | 57%     | 85%     | 73%     | 79%  |
| Time taken - Last repair               | 27%     | 36%     | 46%     | 68%     | 50%     | 65%     | 69%     | 79%  |
| Communal areas clean & well maintained | 50%     | 18%     | 71%     | 78%     | 78%     | 63%     | 60%     | 83%  |
| Positive contribution to neighbourhood | 39%     | 35%     | 52%     | 52%     | 57%     | 70%     | 77%     | 85%  |
| Anti-social behaviour                  | 40%     | 40%     | 29%     | 63%     | 50%     | 67%     | 71%     | 80%  |
| Listens & Acts                         | 33%     | 35%     | 42%     | 75%     | 58%     | 47%     | 71%     | 67%  |
| Kept informed                          | 63%     | 50%     | 58%     | 68%     | 54%     | 72%     | 80%     | 89%  |
| Treats fairly & with respect           | 60%     | 52%     | 57%     | 61%     | 69%     | 76%     | 82%     | 86%  |
| Complaints handling                    | 29%     | 19%     | 27%     | 33%     | 27%     | 17%     | 50%     | 50%  |
| Promoters                              | 22%     | 21%     | 29%     | 55%     | 44%     | 49%     | 55%     | 50%  |
| Online services                        | 67%     | 69%     | 72%     | 61%     | 60%     | 90%     | 67%     | --   |

Base: 25-34 = 36, 35-44 = 53, 45-54 = 53, 55-59 = 29, 60-64 = 28, 65-74 = 53, 75-84 = 50, 85+ = 23



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

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