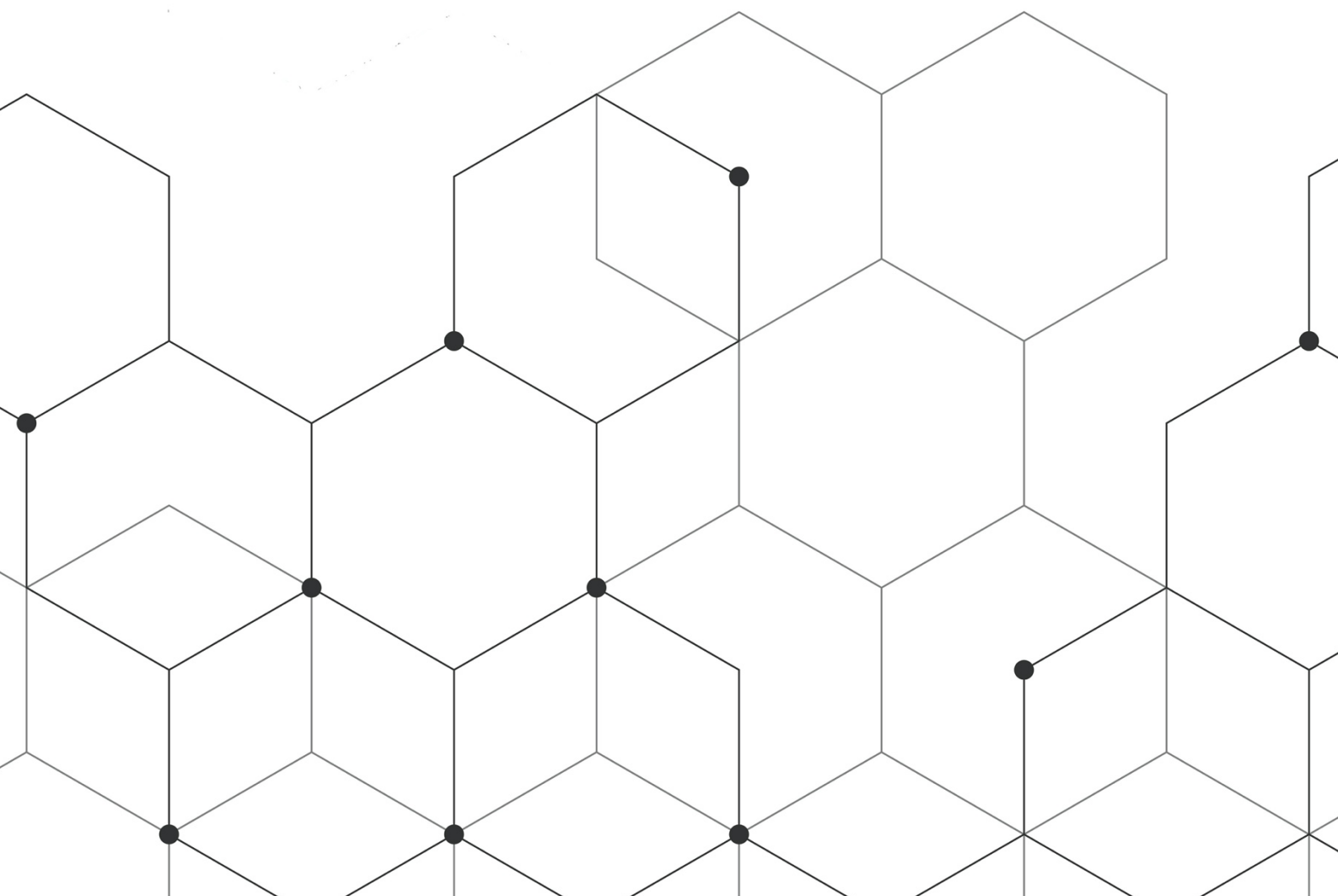


# Service Insights Ltd

**East Devon District Council:**

**Tenant Satisfaction Measures  
Baseline Survey Report, March 2023**



# East Devon District Council:

## Tenant Satisfaction Measures Baseline Survey Report, March 2023



**Written for:** East Devon District Council

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**Date:** March 2023

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## Executive Summary

East Devon District Council housing service commissioned independent research company Service Insights Ltd to carry out a baseline tenant perception survey for general needs and sheltered tenants in March 2023, in line with the regulatory Tenant Satisfaction Measures (TSMs).

By undertaking a baseline survey, East Devon District Council gain early insight into their TSM scores and enable a better understanding of where services currently work well and where they need improving. The following key points can be noted:

**Overall satisfaction (TP01):** This measure is often used as the main measure of service performance. In March 2023, East Devon District Council achieved a score of 41.4%.

**Highest scoring areas of satisfaction:** The top scoring areas of satisfaction were identified as:

- i) **TP08: 46.9%** - Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect".
- ii) **TP05: 44.9%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council housing services provides a home that is safe.
- iii) **TP10: 44.5%** - Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained.

**Low scoring areas of satisfaction / high dissatisfaction:** One area reflecting particularly low satisfaction was complaints handling. Based on those who stated they had experienced the service in the last 12 months, this scored just 16.3% satisfaction. Dissatisfaction for this measure was 71.2%, from which 43.5% stated they were 'very dissatisfied'.

**Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in East Devon District Council housing services are the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07).

**Conclusions and recommendations:** Based on all the findings in this report, it can be concluded that there is clearly room for improvement in several service areas.

When identifying historical scores (Section 4.2), a general declining trend in overall satisfaction can be observed over time. Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.

Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints). Further recommendations and next steps are noted in Section 5 of this report.

# 1. Summary of TSM Perception Survey Results

Figure 1: Summary of TSM satisfaction results (n=831)

| Measure   | Weighted TSM scores to be published | Unweighted Scores |
|---|-------------------------------------|-------------------|
| <b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council housing services  | <b>41.4%</b>                        | <b>45.9%</b>      |
| <b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council housing services over the last 12 months  | <b>43.6%</b>                        | <b>48.2%</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   | <b>38.2%</b>                        | <b>42.6%</b>      |
| <b>TP04:</b> Proportion of respondents who report that they are satisfied that East Devon District Council housing services provides a home that is well maintained   | <b>40.6%</b>                        | <b>44.9%</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 East Devon District Council housing services provides a home that is safe | <b>44.9%</b>                        | <b>48.9%</b>      |
| <b>TP06:</b> Proportion of respondents who report that they are satisfied with East Devon District Council housing services listening to their views and acting upon them   | <b>32.6%</b>                        | <b>35.0%</b>      |
| <b>TP07:</b> Proportion of respondents who report that they are satisfied with East Devon District Council housing services keeping them informed about things that matter to them  | <b>40.5%</b>                        | <b>42.6%</b>      |
| <b>TP08:</b> Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect"  | <b>46.9%</b>                        | <b>49.5%</b>      |
| <b>TP09:</b> Proportion of respondents who report that they are satisfied with East Devon District Council housing services approach to complaints handling   | <b>16.3%</b>                        | <b>17.0%</b>      |
| <b>TP10:</b> Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained   | <b>44.5%</b>                        | <b>46.6%</b>      |
| <b>TP11:</b> Proportion of respondents who report that they are satisfied East Devon District Council housing services make a positive contribution to their neighbourhood  | <b>33.2%</b>                        | <b>33.2%</b>      |
| <b>TP12:</b> Proportion of respondents who report that they are satisfied with East Devon District Council housing services approach to handling anti-social behaviour  | <b>29.5%</b>                        | <b>25.5%</b>      |

## 2. Overview of the Survey Approach and Representativeness

An overview of the survey approach is outlined in Figure 2 below, whilst the representiveness of the survey is shown in Figure 3 over the page.

Figure 2: Overview of the survey approach

|   |   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
|---|---|---------------|--------------------|---------------|-------------------|----|-----|-------|--------------------|----|-----|-------|--------------------|
| Feedback services provider (collecting, generating, and validating the reported perception measures)        | Independent Research Company:<br>Service Insights Ltd   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Survey fieldwork date   | March 2023  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Total surveyable population   | 3,766   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Total sample size achieved (total number of responses)  | 831   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Statistical confidence achieved   | +/-3%. This exceeds the +/-4% required  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Reasons for any failure to meet the required sample size  | Not applicable  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Collection method   | General Needs = Online survey (email and SMS deployed)<br><br>Sheltered Housing = Postal survey with online option to all, and email survey follow up   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Type and amount of any incentives offered   | None offered  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Sampling method   | General Needs = Randomised sample<br>Sheltered Housing = Census (all tenancies)   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Number of tenant households within the relevant population that have not been included in the sample        | 3 – this being due to requesting to opt-out of surveys.   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Summary of representativeness of the sample against the relevant tenant population                          | The representiveness of the sample can be seen in Figure 3 over the page. As there was a relatively large difference in the volume of general needs and sheltered responses, tenure was weighted for the results.   |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Any weighting applied   | Weighting applied for tenure (general needs and sheltered housing) was as follows: <table><tr><td></td><td>Population</td><td>Survey Sample</td><td>Weighting Applied</td></tr><tr><td>GN</td><td>69%</td><td>53.5%</td><td><b><u>1.29</u></b></td></tr><tr><td>SH</td><td>31%</td><td>46.5%</td><td><b><u>0.67</u></b></td></tr></table> |               | Population         | Survey Sample | Weighting Applied | GN | 69% | 53.5% | <b><u>1.29</u></b> | SH | 31% | 46.5% | <b><u>0.67</u></b> |
|   | Population  | Survey Sample | Weighting Applied  |               |                   |    |     |       |                    |    |     |       |                    |
| GN  | 69%   | 53.5%         | <b><u>1.29</u></b> |               |                   |    |     |       |                    |    |     |       |                    |
| SH  | 31%   | 46.5%         | <b><u>0.67</u></b> |               |                   |    |     |       |                    |    |     |       |                    |
| Questions asked   | 12 regulatory TSM questions<br><br>11 additional questions (including repairs, anti-social behaviour, cost of living, and wellbeing)  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |
| Any other methodological issues likely to have a material impact on the tenant perception measures reported | None  |               |                    |               |                   |    |     |       |                    |    |     |       |                    |

Figure 3: Representiveness

| Tenant perception measures | Relevant tenant population (% total) | Total survey responses (% total, unweighted) |
|----------------------------|--------------------------------------|--|
| <b>Tenure</b>              |                                      |  |
| General needs housing      | 69%                                  | 53.4%  |
| Sheltered housing          | 31%                                  | 46.6%  |
| <b>Age</b>                 |                                      |  |
| Under 25                   | 1.0%                                 | 2.1%   |
| 25 to 34                   | 8.1%                                 | 8.6%   |
| 35 to 44                   | 12.3%                                | 14.5%  |
| 45 to 54                   | 14.3%                                | 17.4%  |
| 55 to 64                   | 14.3%                                | 18.5%  |
| 65 to 74                   | 11.0%                                | 16.8%  |
| 75 to 84                   | 9.6%                                 | 17.4%  |
| Over 85                    | 3.0%                                 | 4.5%   |
| <b>Tenancy Duration</b>    |                                      |  |
| Under 1 year               | 2.1%                                 | 3.2%   |
| 1 to 5 years               | 22.6%                                | 31.1%  |
| 6 to 10 years              | 20.4%                                | 22.8%  |
| 11 to 20 years             | 26.5%                                | 24.8%  |
| 21 years or more           | 28.4%                                | 18.1%  |
| <b>House Type</b>          |                                      |  |
| Bedsit                     | 0.9%                                 | 0.7%   |
| Bungalow                   | 22.6%                                | 30.2%  |
| Flat                       | 27.4%                                | 30.9%  |
| House                      | 48.7%                                | 37.6%  |
| Maisonette                 | 0.1%                                 | 0.1%   |
| Room - HMO                 | 0.2%                                 | 0.4%   |

Rationale for the choice of profile characteristics: Evidence from previous tenant survey work shows that the tenant and stock characteristics of management type, tenancy length and postcode were all strong in determining East Devon District Council's profile.

### 3. Results

**Unless stated otherwise, all results presented in this report are weighted based on a total weighted dataset 832 responses. The number of responses per question may vary.**

#### 3.1. Overall satisfaction [TP01]

Overall satisfaction is often seen as the key measure of service performance, as perceived by tenants in receipt of services provided. Tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by East Devon District Council?”. Figure 4 shows that 41.4% (344 respondents) were satisfied, compared to 44.1% (366 respondents) dissatisfied and a further 14.5% (121 respondents) who were neither satisfied nor dissatisfied. Further detail for this question is seen below in Figure 5. Additionally, sub-group analysis for overall satisfaction can be seen in Appendix 2 at the end of the report.

Figure 4: Overall satisfaction (n=830)

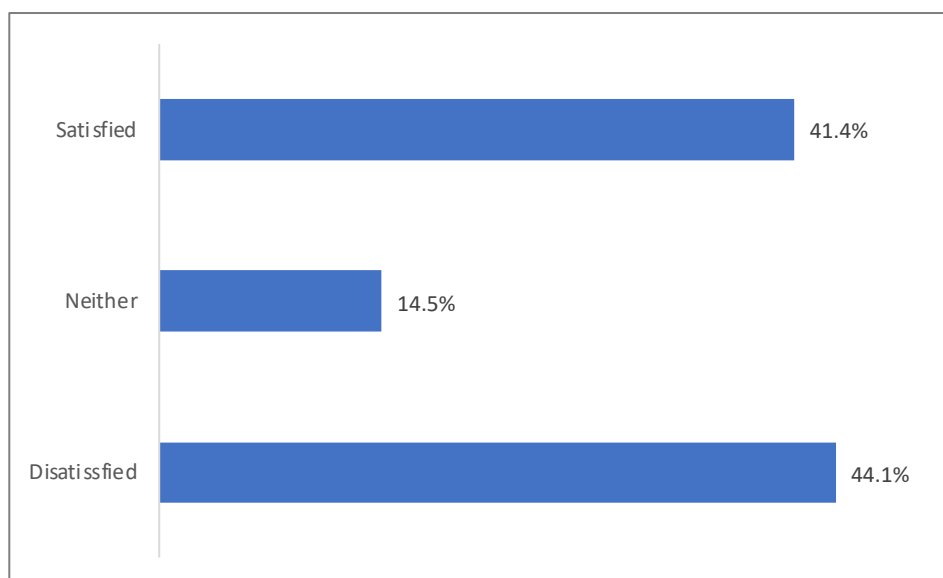
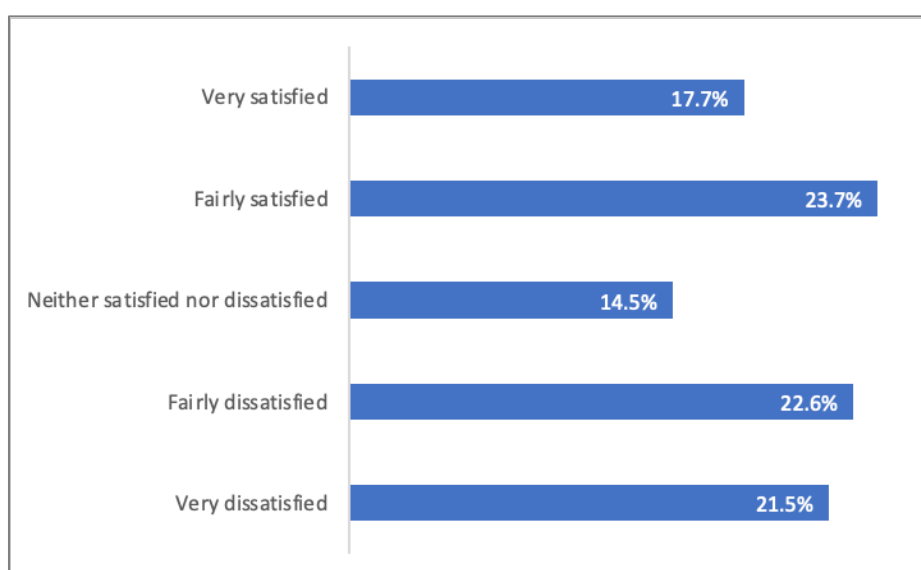


Figure 5: Overall satisfaction – illustrated by response category (n=830)





### 3.2. Satisfaction with repairs [TP02]

Tenants were asked, “Has East Devon District Council housing services carried out a repair to your home in the last 12 months?”. A total of 70.9% (588 respondents) stated ‘Yes’ compared to 29.1% (241 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council housing services over the last 12 months?”. Figure 6 shows that 43.6% (246 respondents) were satisfied, compared to 43.8% (248 respondents) dissatisfied and a further 12.5% (71 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 7.

Figure 6: Satisfaction with the repairs service received in the last 12 months (n=566)

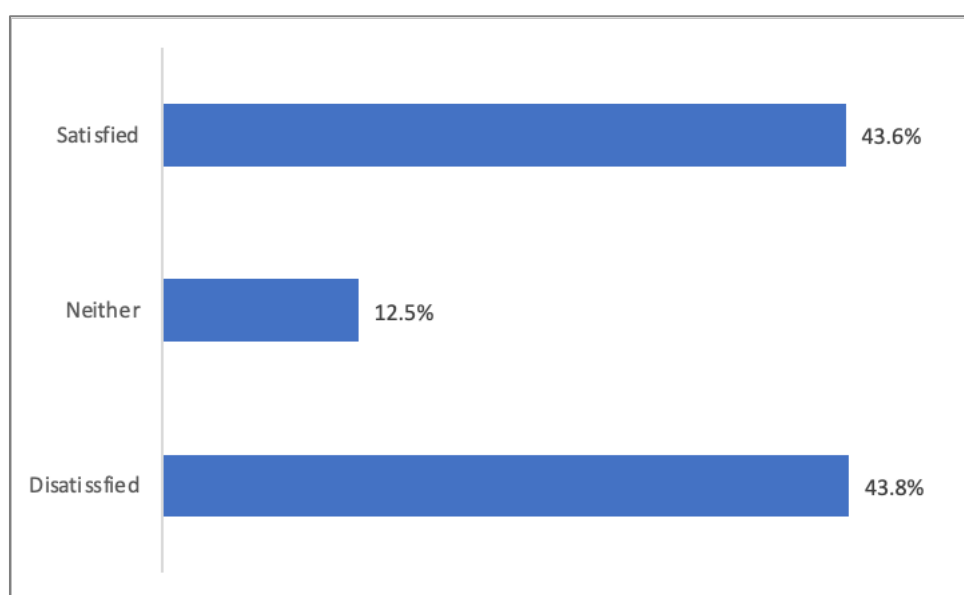
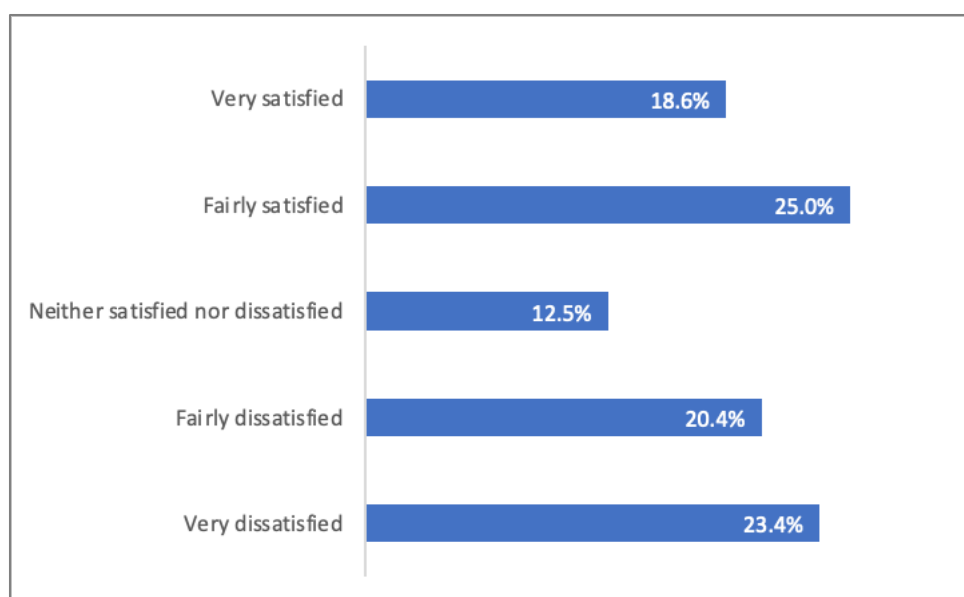


Figure 7: Satisfaction with the repairs service received in the last 12 months, illustrated by response category (n=566)



### 3.3. Satisfaction with the time taken to complete the most recent repair [TP03]

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

Figure 8 shows that 38.2% (215 respondents) were satisfied, compared to 52.0% (292 respondents) dissatisfied and a further 9.8% (55 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 9.

Figure 8: Satisfaction with the time taken to complete the most recent repair (n=563)

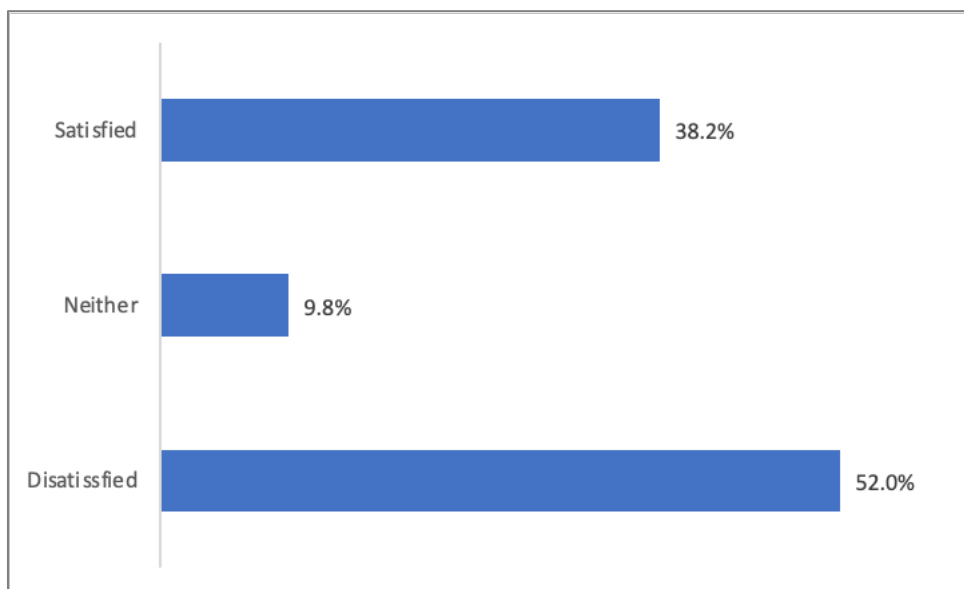
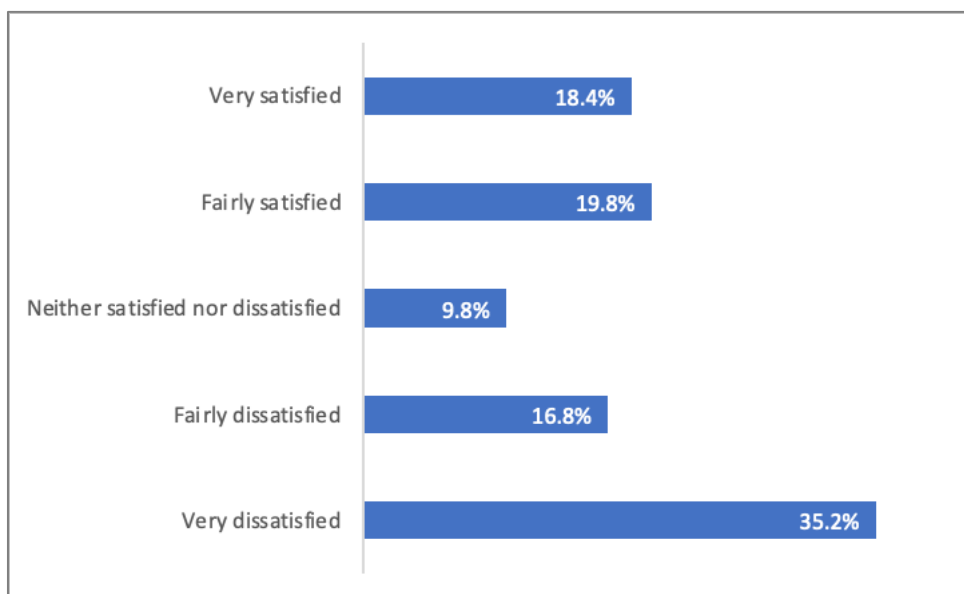


Figure 9: Satisfaction with the time taken to complete the most recent repair, illustrated by response category (n=562)



### 3.4. Satisfaction with the home being well maintained [TP04]

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council provides a home that is well maintained?”.

Figure 10 shows that 40.6% (320 respondents) were satisfied, compared to 44.9% (354 respondents) dissatisfied and a further 14.6% (115 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 11.

Figure 10: Satisfaction that the home is well maintained (n=789)

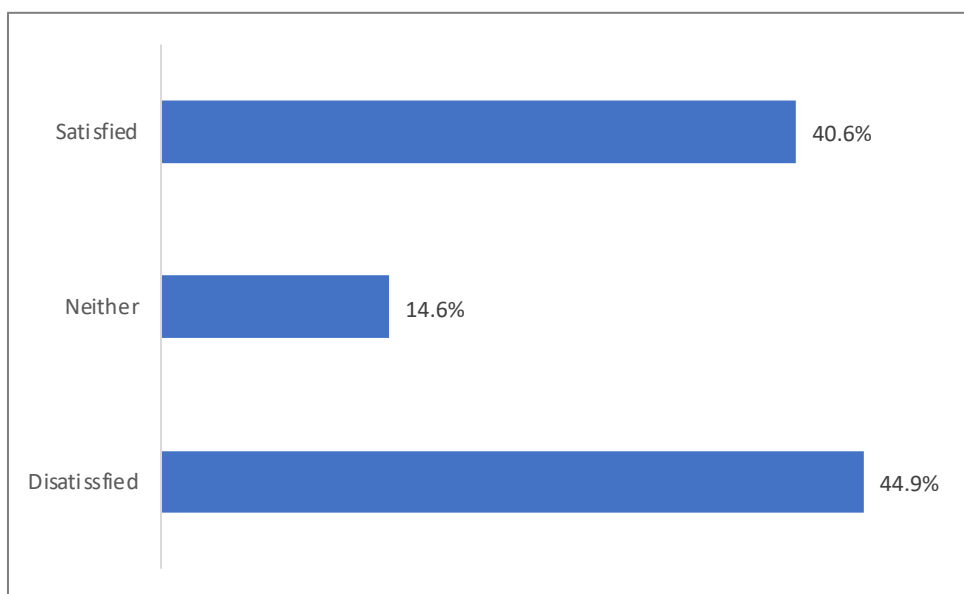
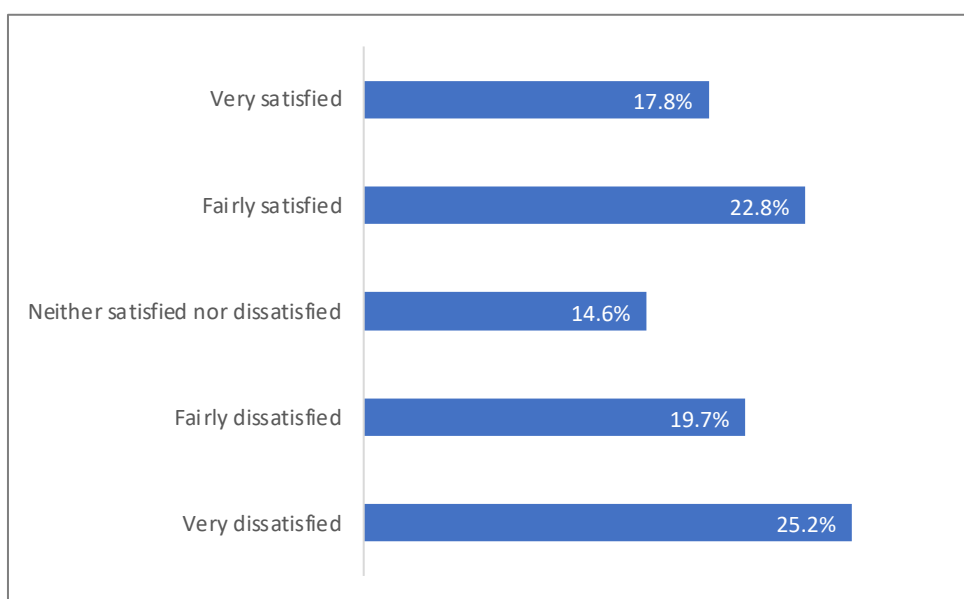


Figure 11: Satisfaction that the home is well maintained, illustrated by response category (n=789)



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

Tenants were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council provides a home that is safe?”.

Figure 12 shows that 44.9% (352 respondents) were satisfied, compared to 37.6% (296 respondents) dissatisfied and a further 17.6% (138 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 13.

Figure 12: Satisfaction that the home is safe (n=786)

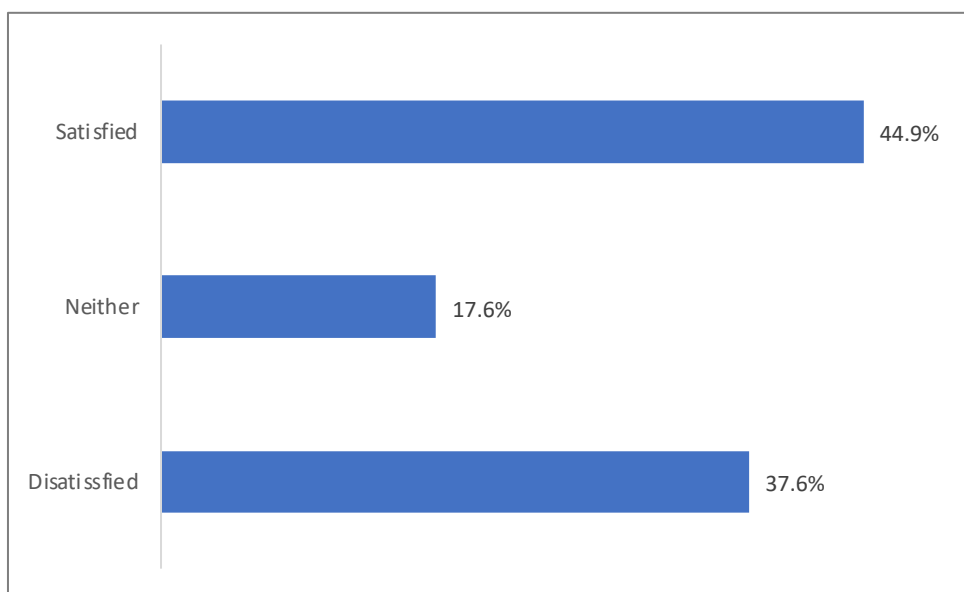
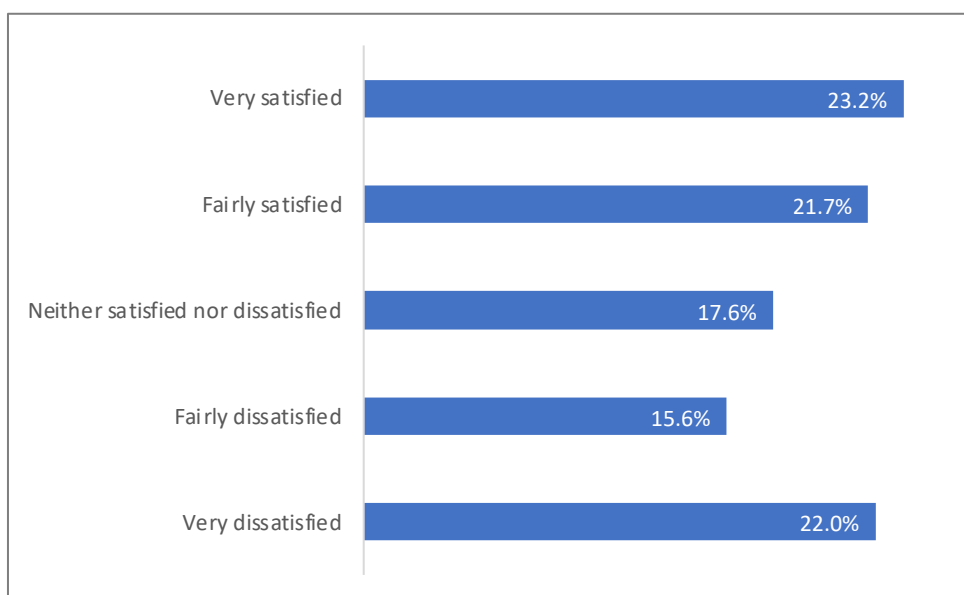


Figure 13: Satisfaction that the home is safe, illustrated by response category (n=786)



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

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service listens to your views and acts upon them?”.

Figure 14 shows that 32.6% (249 respondents) were satisfied, compared to 49.3% (377 respondents) dissatisfied and a further 18.1% (138 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 15.

Figure 14: Satisfaction with listening to tenant views and acting upon them (n=764)

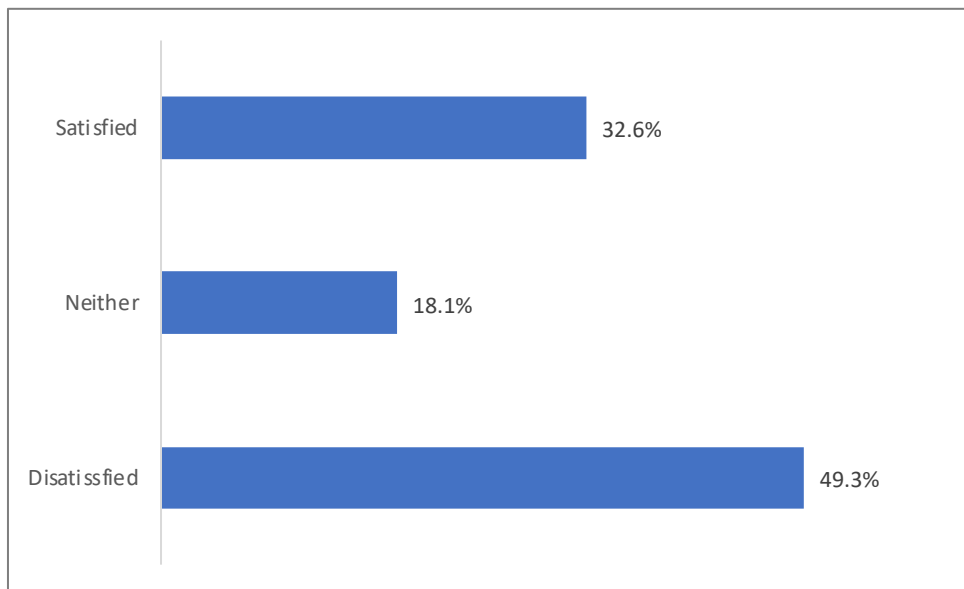
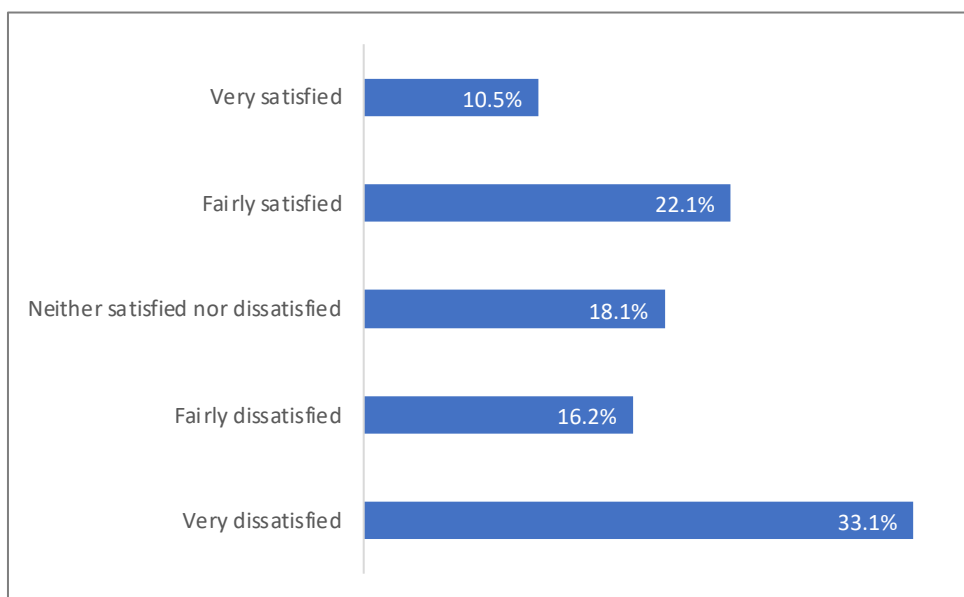


Figure 15: Satisfaction with listening to tenant views and acting upon them, illustrated by response category (n=764)



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

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service keeps you informed about things that matter to you?”.

Figure 16 shows that 40.5% (310 respondents) were satisfied, compared to 37.2% (284 respondents) dissatisfied and a further 22.2% (170 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 17.

Figure 16: Satisfaction with tenants informed about things that matter to them (n=764)

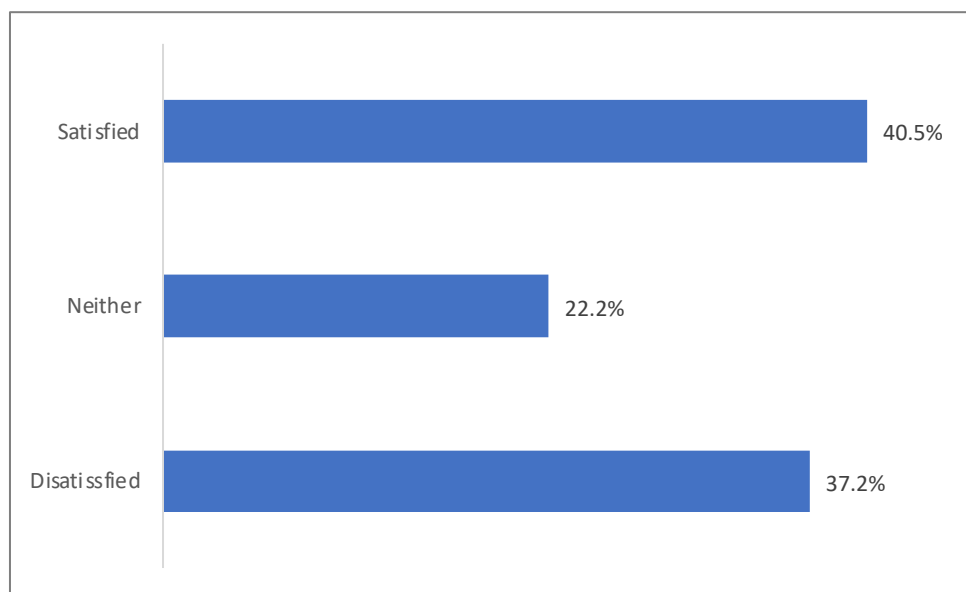
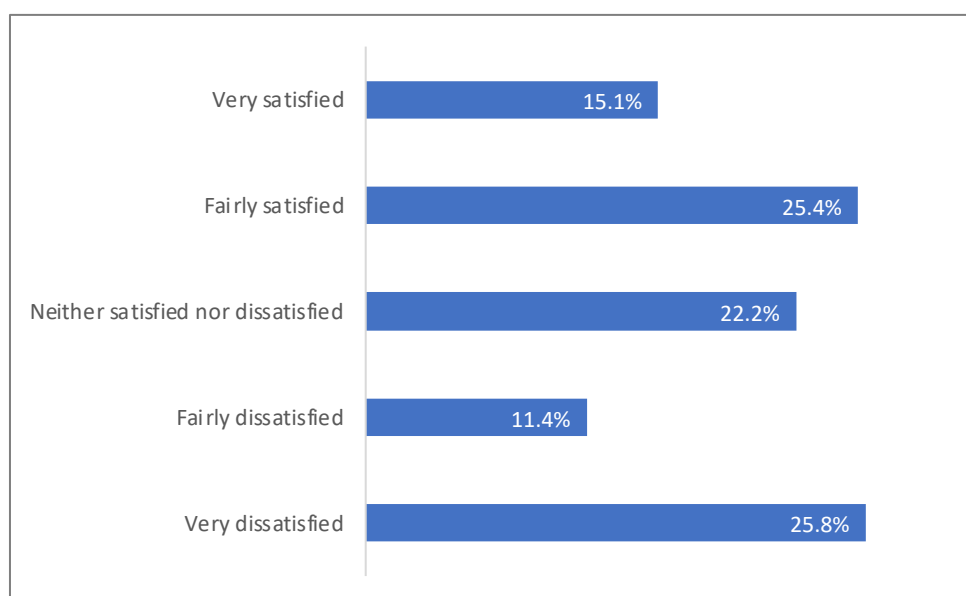


Figure 17: Satisfaction with tenants informed about things that matter to them, them, illustrated by response category (n=764)



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

Tenants were asked, “To what extent do you agree or disagree with the following: “East Devon District Council’s housing service treats me fairly and with respect?”.

Figure 18 shows that 46.9% (360 respondents) agreed, compared to 26.6% (204 respondents) who disagreed and a further 26.4% (203 respondents) who neither agreed nor disagreed. Further detail is seen in Figure 19.

Figure 18: Agreement that the landlord treats tenants fairly and with respect (n=767)

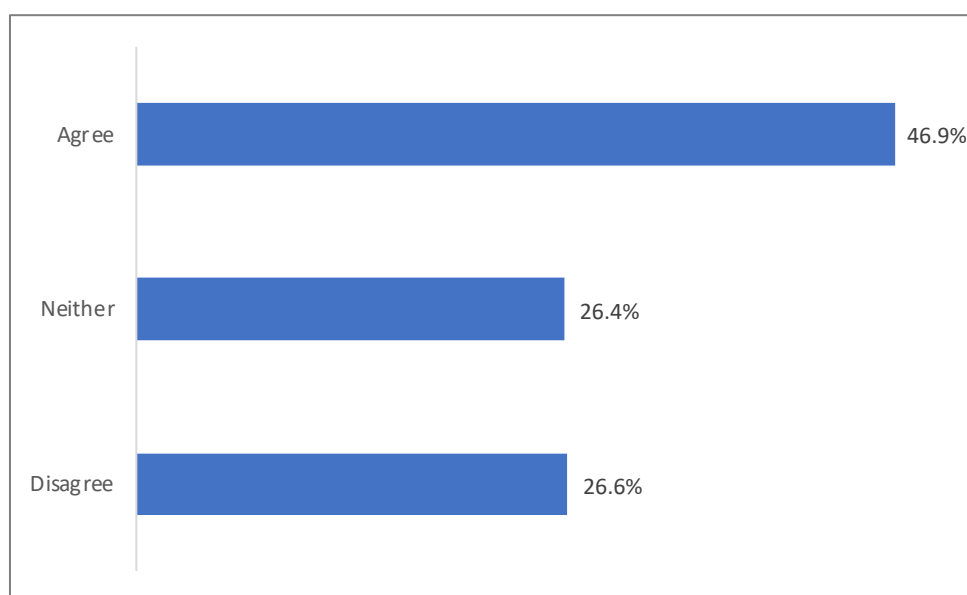
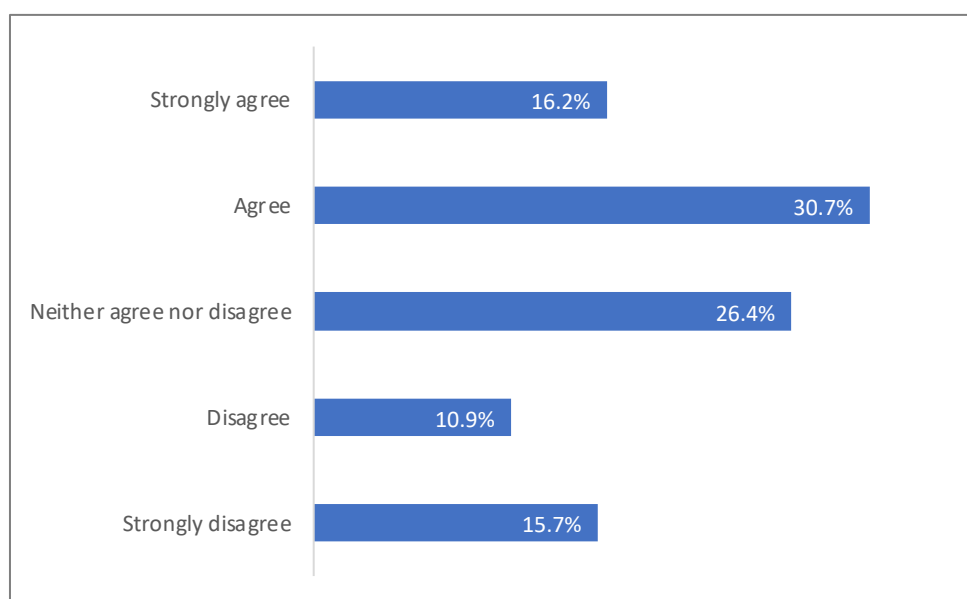


Figure 19: Agreement that the landlord treats tenants fairly and with respect, illustrated by response category (n=767)



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

Tenants were asked, "Have you made a complaint to East Devon District Council's housing service in the last 12 months?". A total of 43.7% (344 respondents) stated 'Yes' compared to 56.3% (443 respondents) who stated 'No'.

Those who stated 'Yes' were then asked, "How satisfied or dissatisfied are you with East Devon District Council housing service's approach to complaints handling?". Figure 20 shows that 16.3% (55 respondents) were satisfied, compared to 71.2% (242 respondents) dissatisfied and a further 12.5% (42 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 21.

Figure 20: Satisfaction with the landlord's approach to handling complaints (n=341)

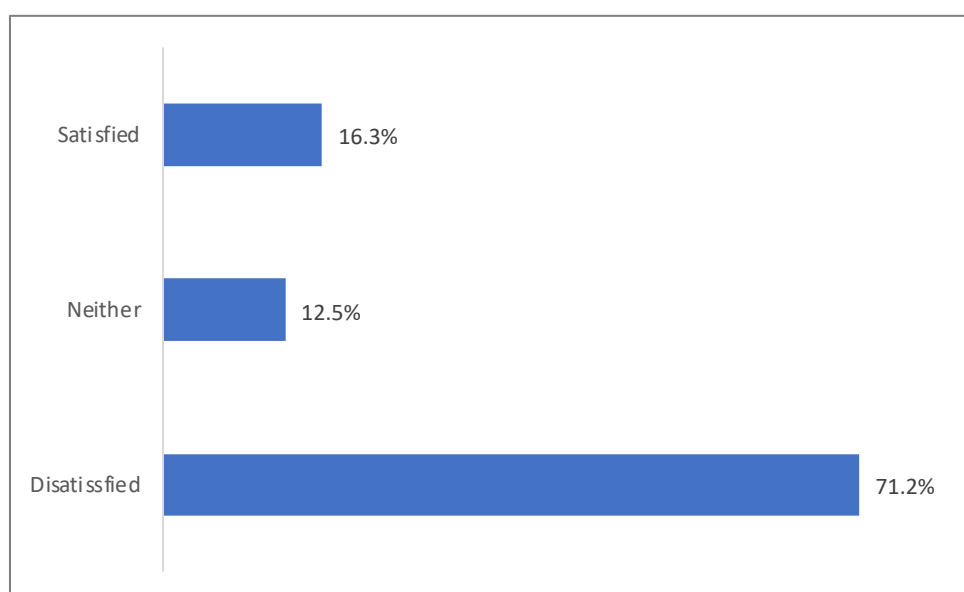
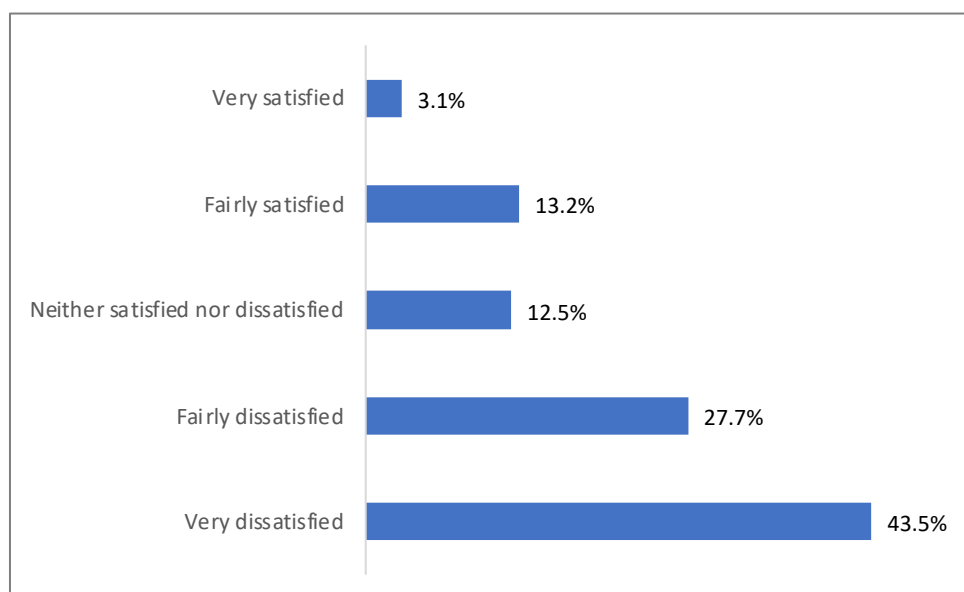


Figure 21: Satisfaction with the landlord's approach to handling complaints, illustrated by response category (n=341)





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

Tenants were asked, “Do you live in a building with communal areas, either inside or outside, that East Devon District Council is responsible for maintaining?”. A total of 36.6% (267 respondents) stated ‘Yes’ compared to 63.4% (463 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing service keeps these communal areas clean and well maintained?”. Figure 22 shows that 44.5% (119 respondents) were satisfied, compared to 37.9% (101 respondents) dissatisfied and a further 17.5% (47 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 23.

Figure 22: Satisfaction that the landlord keeps communal areas clean and well maintained (n=266)

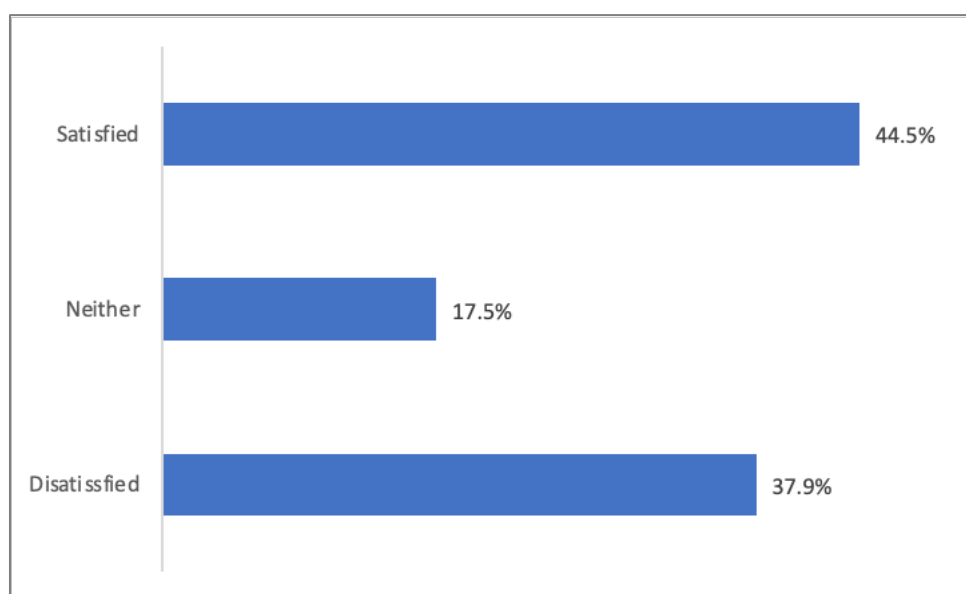
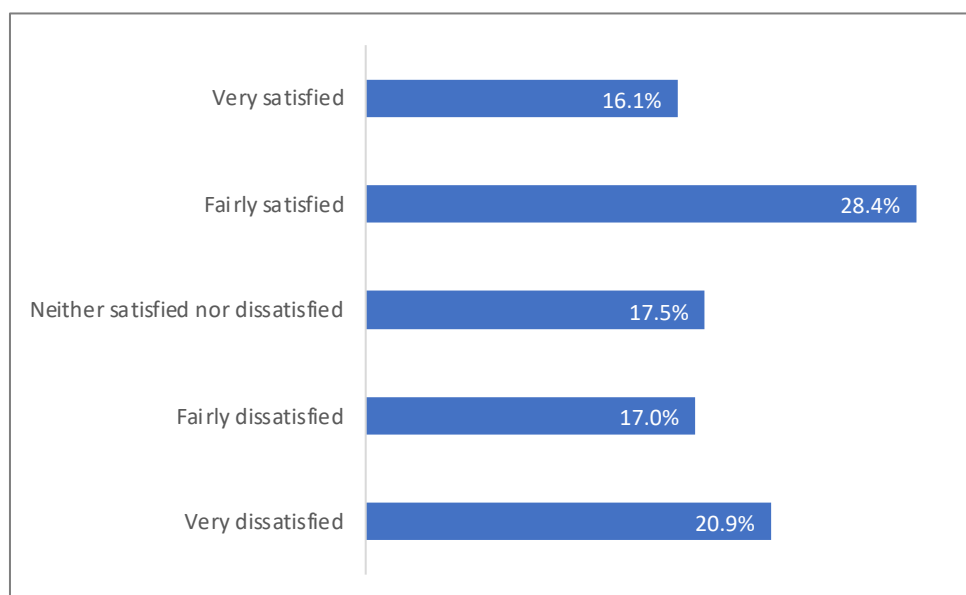


Figure 23: Satisfaction that the landlord keeps communal areas clean and well maintained, illustrated by response category (n=266)



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

Tenants were asked, “How satisfied or dissatisfied are you that East Devon District Council’s housing services make a positive contribution to your neighbourhood?”.

Figure 24 shows that 33.2% (230 respondents) were satisfied, compared to 32.4% (224 respondents) dissatisfied and a further 34.5% (239 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 25.

Figure 24: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n=694)

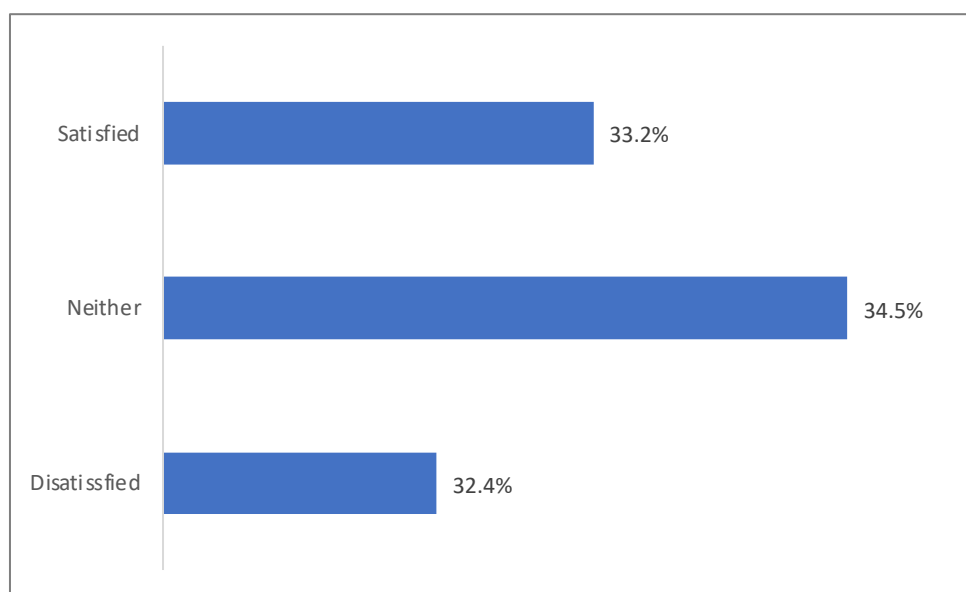
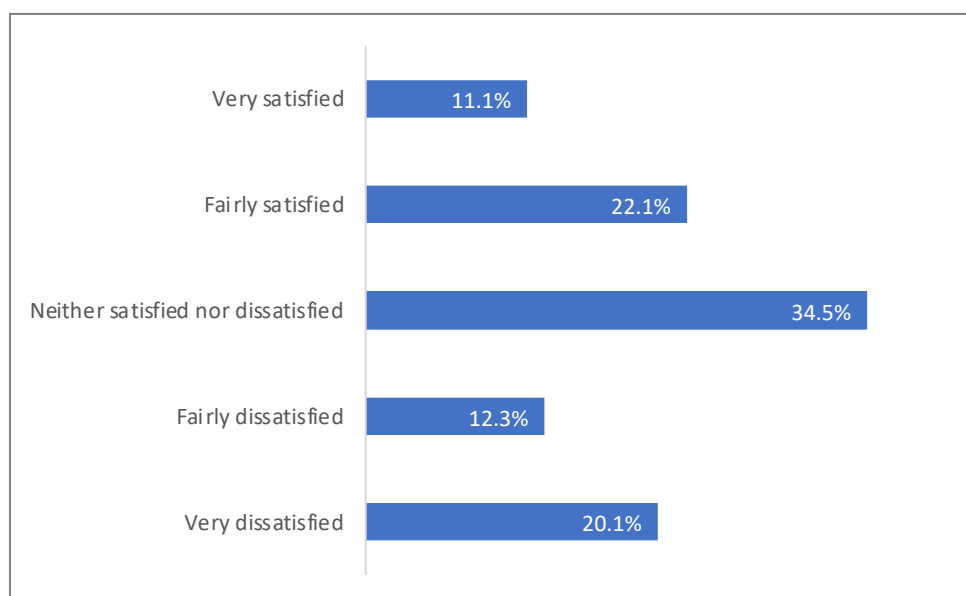


Figure 25: Satisfaction that the landlord makes a positive contribution to neighbourhoods, illustrated by response category (n=694)



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

Tenants were asked, "How satisfied or dissatisfied are you with East Devon District Council housing service's approach to handling anti-social behaviour?".

Figure 26 shows that 29.5% (179 respondents) were satisfied, compared to 27.9% (170 respondents) dissatisfied and a further 42.6% (259 respondents) who were neither satisfied nor dissatisfied. Further detail is seen in Figure 27.

Finally, for further context to this question, please see the additional question presented in Section 4.2.2.

Figure 26: Satisfaction with the landlord's approach to handling anti-social behaviour (n=608)

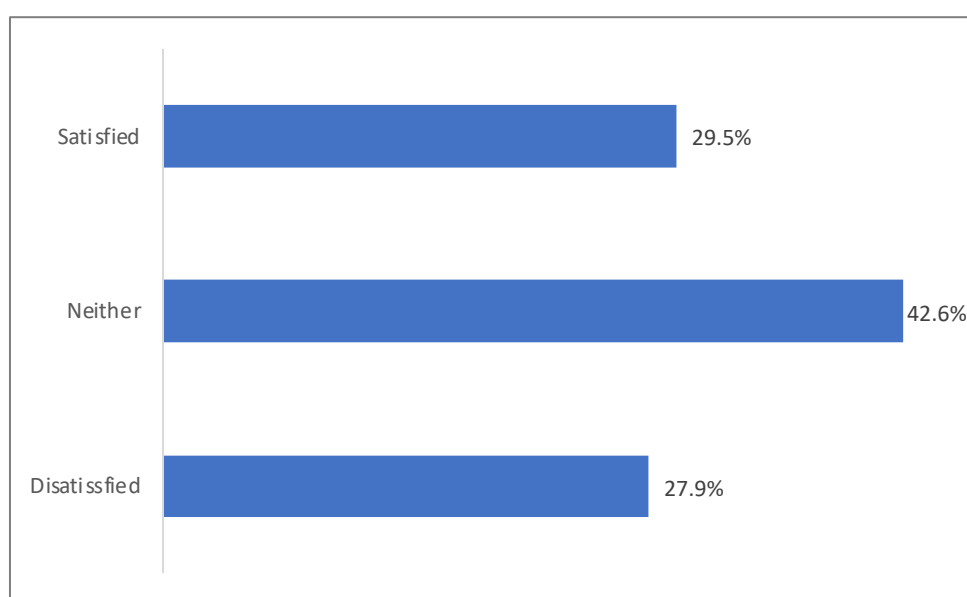
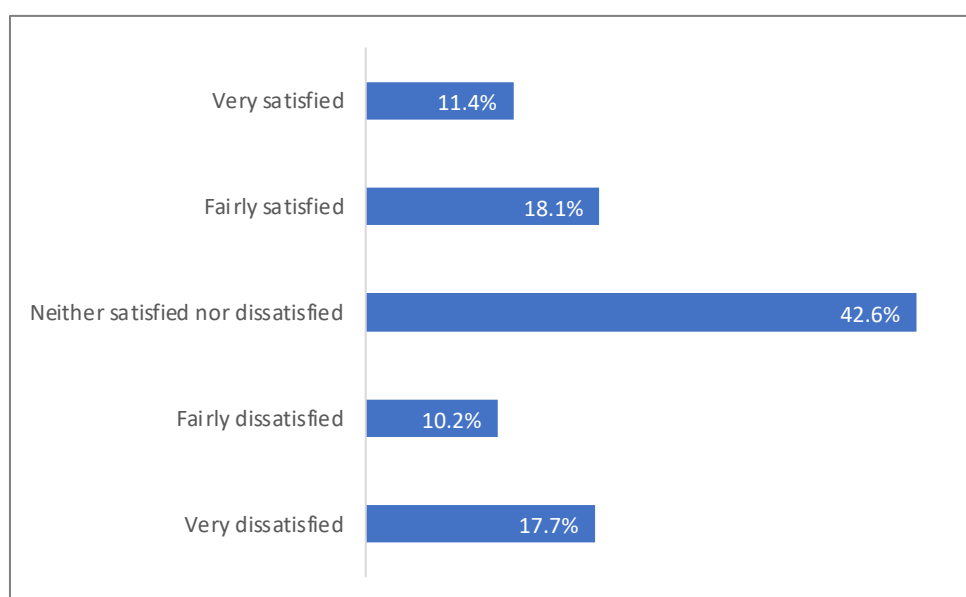


Figure 27: Satisfaction with the landlord's approach to handling anti-social behaviour, illustrated by response category (n=608)



## 4. Further Analysis

### 4.1. Key driver analysis of overall satisfaction [TP01]

Customer satisfaction can provide great insight into tenants' 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:

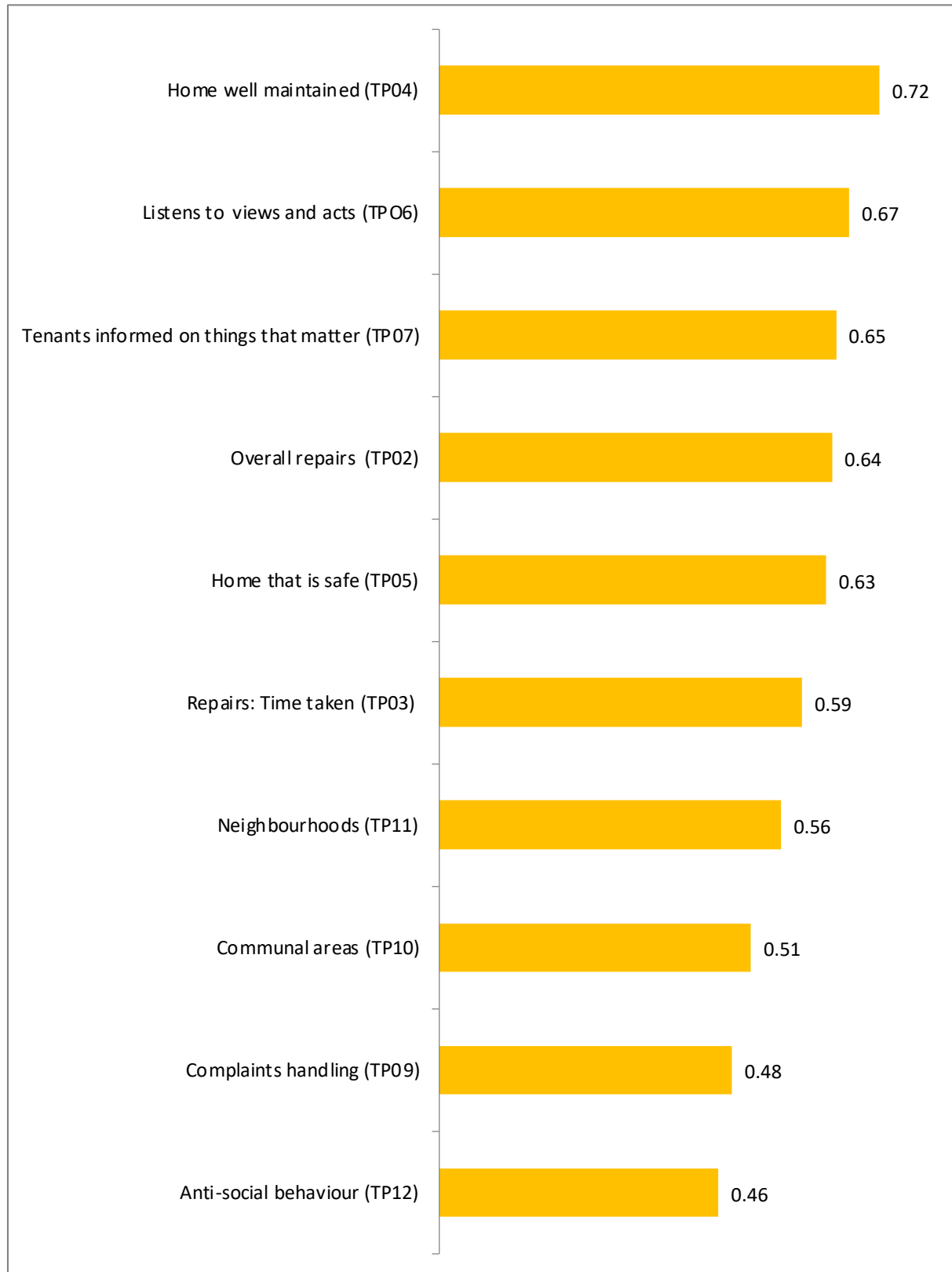
If  $r = +/- .5$  it has a large effect  
If  $r = +/- .3$  it has a medium effect  
If  $r = +/- .1$  it has a small effect

When looking at East Devon District Council's key driver results (Figure 28, seen over the page), it is firstly worth noting that all of the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07). Investing time and energy in these areas of service will help drive overall satisfaction for the majority of tenants.

Thirdly and finally, whilst complaints handling (TP09) achieved a low satisfaction score, Figure 28 suggests that complaints handling is *not* a strong driver of overall satisfaction compared to other factors, ranking second to last. 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 tenants whilst presenting opportunities to integrate longer term learning for the organisation.

Figure 28: Key driver analysis

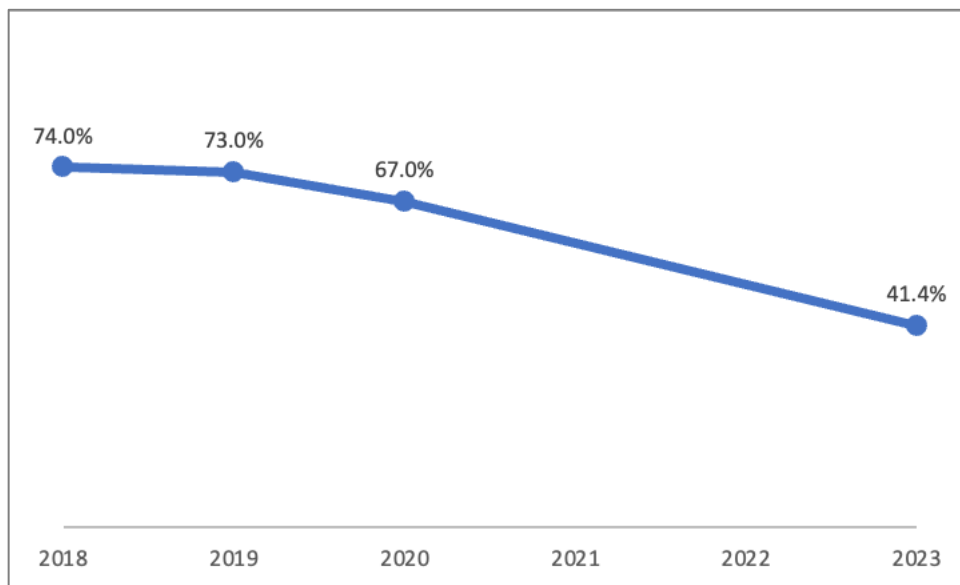


## 4.2. Historical Comparison of overall satisfaction [TP01]

When identifying historical scores, Figure 29 illustrates a general declining trend for overall satisfaction over time.

Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.

Figure 29: Overall satisfaction over time (2018 to 2023)



### 4.3. Additional Questions

#### 4.3.1. Understanding repairs satisfaction [TP02 / TP03]

Figure 30 illustrates repairs satisfaction questions which are provided in addition to those seen within the TSMs. Within this set of questions, the attitude of the workers reflects the highest levels of satisfaction (75.4%).

Figure 30: Additional repairs satisfaction questions

| Satisfaction Measure   | Score |
|--|-------|
| The quality of customer services when reporting a repair [n=563] | 55.5% |
| The appointment being kept [n=555]                               | 52.4% |
| The attitude of the workers [n=558]                              | 75.4% |
| Keeping dirt and mess to a minimum [n=555]                       | 72.9% |
| The quality of the repair [n=559]                                | 59.2% |
| Being kept informed throughout the process [n=557]               | 47.0% |

#### 4.3.2. Anti-social behaviour [TP12]

As stated earlier in this report (Section 3.1.2), tenants were asked the regulatory TSM question (TP12), “How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to handling anti-social behaviour?”. For context, 29.5% (179 respondents) stated they were satisfied, compared to 27.9% (170 respondents) dissatisfied and a further 42.6% (259 respondents) who were neither satisfied nor dissatisfied.

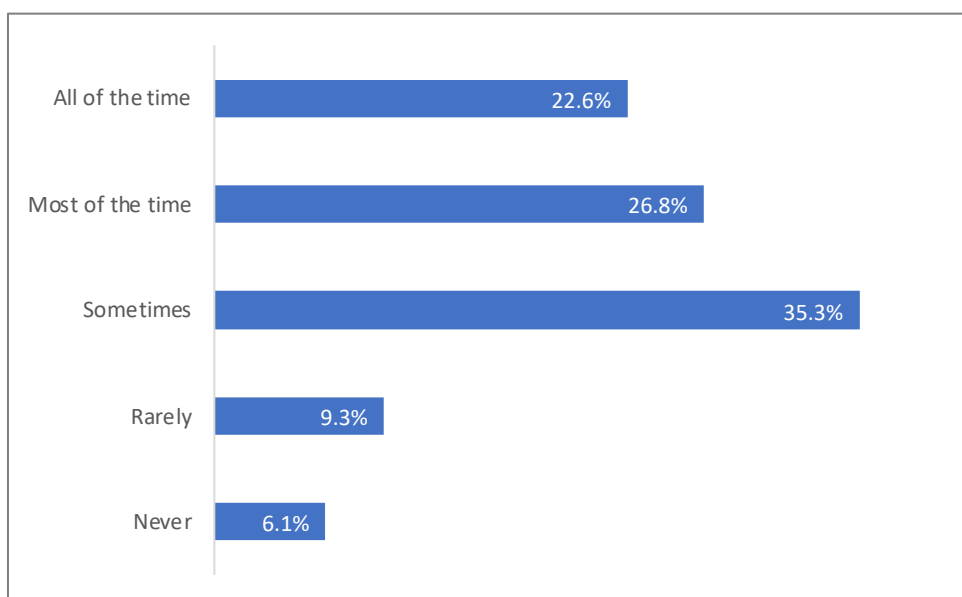
In addition to the question above, a further question was added asking “Have you reported anti-social behaviour to East Devon District Council Housing Service in the last 12 months?”. From this second question, 17.0% (102 respondents) stated ‘Yes’ compared to a total of 608 who answered to the regulatory anti-social behaviour satisfaction question. The volume of respondents can therefore be considered as providing an indication of the time context for recent or current levels of ASB experienced by East Devon District Council tenants.

### 4.3.3. Cost of living [non-TSM questions]

Tenants were asked, “How often do you worry about being able to meet monthly living expenses?”. Figure 31 illustrates that a majority of 35.3% (268 respondents) stated ‘sometimes’, whilst relatively high proportions of respondents stated ‘most of the time’ (26.8%; 203 respondents) or ‘all of the time’ (22.6%; 171 respondents).

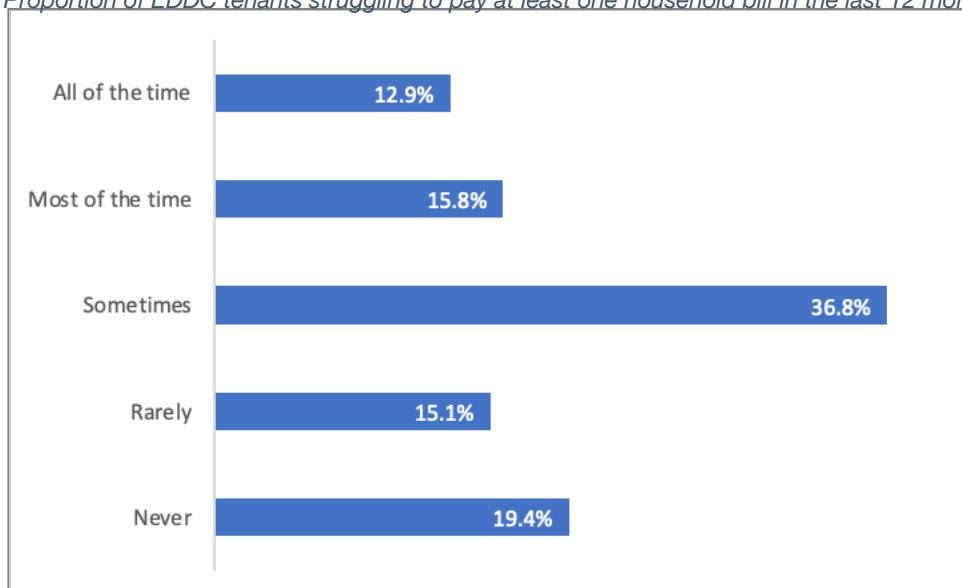
A much smaller proportion stated ‘rarely’ (9.3%; 71 respondents) or ‘never’ (6.1%; 46 respondents).

Figure 31: Proportion of EDDC tenants worrying about meeting monthly living expenses (n=760)



Tenants were then asked a second cost of living question, which stated, “Thinking about your finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?”. Figure 32 illustrates that a majority of 36.8% (280 respondents) stated ‘sometimes’, whilst the second highest category was ‘never’ 19.4%; 148 respondents).

Figure 32: Proportion of EDDC tenants struggling to pay at least one household bill in the last 12 months (n=760)



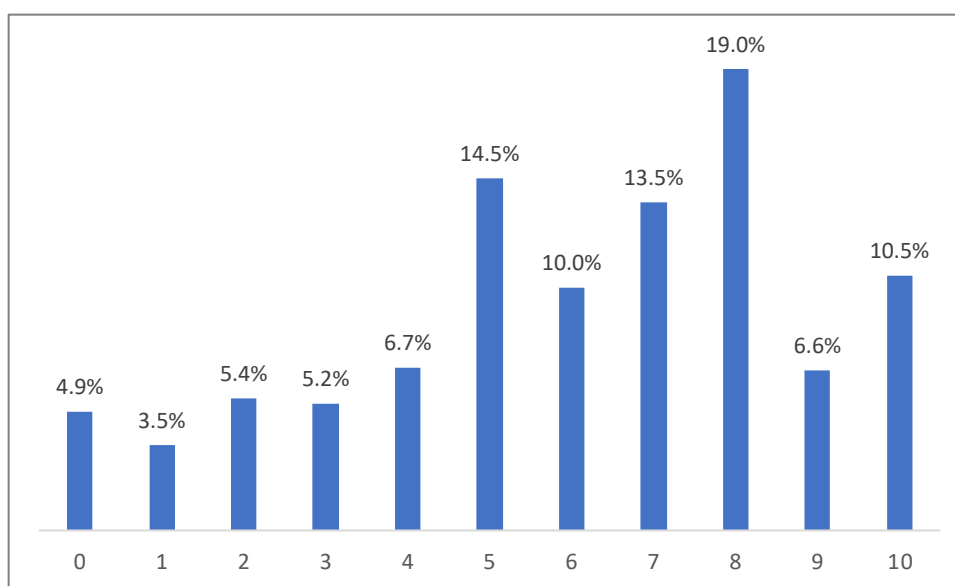


#### 4.3.4. Personal well-being [non-TSM questions]

Tenants were asked two personal well-being questions which can be compared nationally using data from the Office of National Statistics<sup>1</sup>.

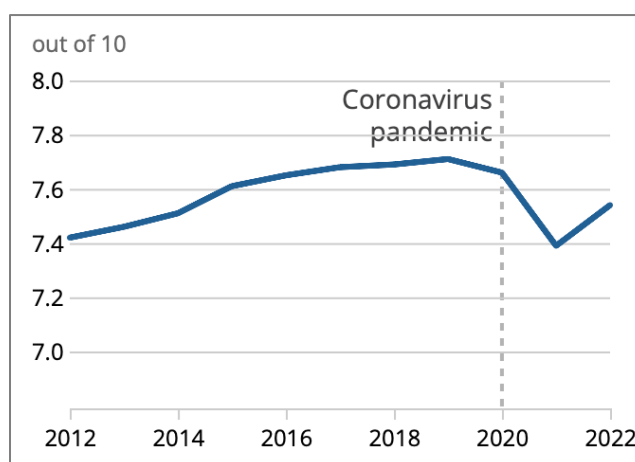
Firstly, tenants were asked, “Overall, how satisfied are you with your life nowadays?”. This applied a scale of 0 to 10, where 0 was ‘not at all’ and 10 was ‘completely’. From this, a mean score of 7.00 out of 10 was achieved based on 757 respondents. Detailed results illustrating the percentage response for each individual score is shown in Figure 33.

Figure 33: Satisfaction with life nowadays (n=757)



When compared against the most recent national scores available (Figure 34), the East Devon District Council housing service score of 7.00 out of 10 can be seen to be slightly lower than the current national score of 7.54 out of 10.

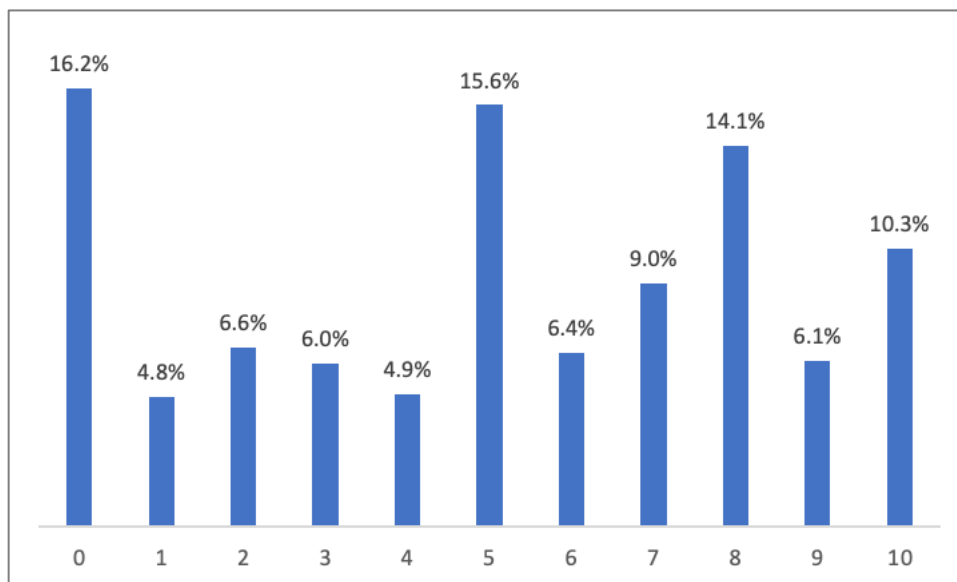
Figure 34:ONS national data trends for ‘Overall, how satisfied are you with your life nowadays?’



<sup>1</sup> Office for National Statistics (2022) *Personal well-being in the UK: April 2021 to March 2022*. Available from: <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/measuringnationalwellbeing/april2021tomarch2022>.

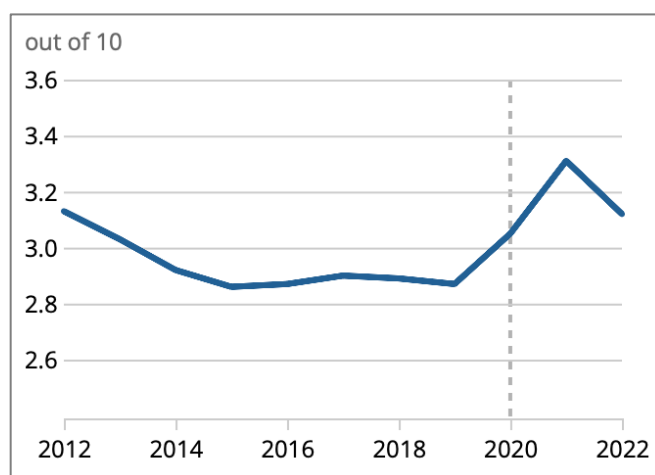
Secondly, tenants were asked, “On a scale where 0 is ‘not at all anxious’ and 10 is ‘completely anxious’, overall, how anxious did you feel yesterday?”. Detailed results illustrating the percentage response for each individual score is shown in Figure 35, whereby a mean score of 6.05 out of 10 was achieved based on 754 respondents.

Figure 35: How anxious EDDC tenants felt yesterday (n=754)



When compared against the most recent national scores available (Figure 36), the East Devon District Council housing service score 6.05 out of 10 can be seen to be much higher than the current national score of 3.12 out of 10.

Figure 36: ONS national data trends for ‘how anxious did you feel yesterday?’



## 5. Conclusions and recommendations

This report has presented baseline TSM findings from 831 East Devon District Council tenants in March 2023. This enables East Devon District Council to gain early insight into their TSM scores and supports a better understanding of where services currently work well and where they need improving.

Particular aspects to note include the following:

- **Overall satisfaction (TP01):** This measure is often used as the main measure of service performance. In March 2023, East Devon District Council achieved a score of 41.4%. When identifying historical scores, a general declining trend in overall satisfaction can be observed over time. Within this context, the Covid-19 pandemic and other societal pressures such as the cost of living crisis can be considered as potential factors which may contribute to service expectations, service delivery, and tenant perceptions of service standards.
- **High scoring areas of satisfaction:** The top scoring areas of satisfaction were identified as:
  - i) **TP08: 46.9%** - Proportion of respondents who report that they agree with the statement: "East Devon District Council housing services treats me fairly and with respect"
  - ii) **TP05: 44.9%** - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council housing services provides a home that is safe
  - iii) **TP10: 44.5%** - Proportion of respondents who report that they are satisfied East Devon District Council housing services keeps communal areas clean and well maintained
- **Low scoring areas of satisfaction / high dissatisfaction:** One area reflecting particularly low satisfaction was complaints handling. Based on those who stated they had experienced the service in the last 12 months, this scored just 16.3% satisfaction. Dissatisfaction for this measure was 71.2%, from which 43.5% stated they were 'very dissatisfied'.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in East Devon District Council housing services are the home being well maintained (TP04), listening and acting (TP06), and tenants being kept informed about things that matter to them (TP07).

Based on all the findings in this report, it can be concluded that there is clearly room for improvement. Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaints).

## Next Steps:

Identifying tenant satisfaction scores provides one element of insight, however, how this informs future decision making is arguably the most important step. For balance, the findings in this report should be used alongside other performance information to support improvements in satisfaction.

Within this context, the following could be considered by East Devon District Council:

- **Tenant Participation:** Work with tenants to develop an action plan on how East Devon District Council housing service can work better and improve the service
- **Staff 'Mirror Survey':** Before publicising the TSM scores identified in this research, consider undertaking a 'mirror survey' whereby staff undertake the TSM survey themselves, thereby enabling a comparison of staff perceived scores and customer perceived scores.
- **Service Review:** Review the complaints service – this could be undertaken taking a co-creative approach with tenants.
- **Independent Transactional Surveys:** Monitor transactional customer satisfaction for key services (e.g. repairs) and / or for areas reflecting relatively high levels of dissatisfaction (e.g. complaints).
- **2024 TSM Regulatory Survey – Timings of data collection:** Consider collecting the survey data quarterly to enable performance trends to be developed over time.
- **2024 TSM Regulatory Survey – Methods of data collection:** In the next TSM in 2024, consider telephone top ups as a means for gaining insights into the voice of the customer and profiling (\*thereby negating the need for weighting data).

Should further support be required, Service Insights Ltd can offer to work with staff at East Devon District Council to provide advice and assistance.

## Appendix 1: Tenant Satisfaction Measures questions – Postal Example

Tenant Satisfaction Measures questions are seen below:



### Tenant Satisfaction Measures Survey, March 2023

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

The survey should take about **10 minutes** to complete and can be returned for free using the enclosed envelope.

Your survey responses remain completely anonymous to East Devon District Council 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 East Devon District Council privacy policy which can be seen online (<https://bit.ly/TSM-Survey-Privacy-Policy>) or provided upon request.

Please return your survey by post by **5.00pm Monday 27th March 2023**. 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)

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|     |  |                       |                                    |                                    |                       |                             |
|-----|--|-----------------------|------------------------------------|------------------------------------|-----------------------|-----------------------------|
| Q1  | Taking everything into account, how satisfied or dissatisfied are you with the service provided by East Devon District Council Housing Service?  |                       |                                    |                                    |                       |                             |
|     | Very satisfied   | Fairly satisfied      | Neither satisfied nor dissatisfied | Fairly dissatisfied                | Very dissatisfied     |                             |
|     | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> |                             |
| Q2  | Has East Devon District Council Housing Service carried out a repair to your home in the last 12 months?   |                       |                                    |                                    |                       |                             |
|     | <input type="radio"/> Yes <i>[Please go to Q2a]</i><br><input type="radio"/> No <i>[Please go to Q3]</i>   |                       |                                    |                                    |                       |                             |
| Q2a | How satisfied or dissatisfied are you with the overall repairs service from East Devon District Council Housing Service over the last 12 months?   |                       |                                    |                                    |                       |                             |
|     | Very satisfied   | Fairly satisfied      | Neither satisfied nor dissatisfied | Fairly dissatisfied                | Very dissatisfied     |                             |
|     | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> |                             |
| 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     |                             |
|     | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> |                             |
| Q2c | Please now think about the last time East Devon District Council Housing Service carried out a repair to your home. How satisfied or dissatisfied you were with the following:             |                       |                                    |                                    |                       |                             |
|     |  | Very satisfied        | Fairly satisfied                   | Neither satisfied nor dissatisfied | Fairly dissatisfied   | Very dissatisfied           |
|     | The quality of customer services when reporting a repair   | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
|     | The appointment being kept   | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
|     | The attitude of the workers  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
|     | Keeping dirt and mess to a minimum   | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
|     | The quality of the repair  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
|     | Being kept informed throughout the process   | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |
| Q3  | How satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is well maintained?  |                       |                                    |                                    |                       |                             |
|     | Very satisfied   | Fairly satisfied      | Neither satisfied nor dissatisfied | Fairly dissatisfied                | Very dissatisfied     |                             |
|     | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> |                             |
| Q4  | Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that East Devon District Council Housing Service provides a home that is safe? |                       |                                    |                                    |                       |                             |
|     | Very satisfied   | Fairly satisfied      | Neither satisfied nor dissatisfied | Fairly dissatisfied                | Very dissatisfied     | Not applicable / don't know |
|     | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/>       |

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|     |   |                              |                                      |                                    |                       |                       |                             |
|-----|---|------------------------------|--------------------------------------|------------------------------------|-----------------------|-----------------------|-----------------------------|
| Q5  | How satisfied or dissatisfied are you that East Devon District Council Housing Service 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 |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Q6  | How satisfied or dissatisfied are you that East Devon District Council Housing Service 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 |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Q7  | To what extent do you agree or disagree with the following: "East Devon District Council Housing Service treats me fairly and with respect"?              | Strongly agree               | Agree                                | Neither agree nor disagree         | Disagree              | Strongly disagree     | Not applicable / don't know |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Q8  | Have you made a complaint to East Devon District Council Housing Service in the last 12 months?   |                              |                                      |                                    |                       |                       |                             |
|     | <input type="radio"/> Yes <b>[Please go to Q8a]</b>   |                              |                                      |                                    |                       |                       |                             |
|     | <input type="radio"/> No <b>[Please go to Q9]</b>   |                              |                                      |                                    |                       |                       |                             |
| Q8a | How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to complaints handling?                                   | Very satisfied               | Fairly satisfied                     | Neither satisfied nor dissatisfied | Fairly dissatisfied   | Very dissatisfied     |                             |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> |                             |
| Q9  | Do you live in a building with communal areas, either inside or outside, that East Devon District Council Housing Service is responsible for maintaining? |                              |                                      |                                    |                       |                       |                             |
|     | Yes <b>[Please go to Q9a]</b>   | No <b>[Please go to Q10]</b> | Don't know <b>[Please go to Q10]</b> |                                    |                       |                       |                             |
|     | <input type="radio"/>   | <input type="radio"/>        | <input type="radio"/>                |                                    |                       |                       |                             |
| Q9a | How satisfied or dissatisfied are you that East Devon District Council Housing Service keeps these communal areas clean and well maintained?              | Very satisfied               | Fairly satisfied                     | Neither satisfied nor dissatisfied | Fairly dissatisfied   | Very dissatisfied     |                             |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> |                             |
| Q10 | How satisfied or dissatisfied are you that East Devon District Council Housing Service makes a positive contribution to your neighbourhood?               | Very satisfied               | Fairly satisfied                     | Neither satisfied nor dissatisfied | Fairly dissatisfied   | Very dissatisfied     | Not applicable / don't know |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |
| Q11 | How satisfied or dissatisfied are you with East Devon District Council Housing Service approach to handling anti-social behaviour?                        | Very satisfied               | Fairly satisfied                     | Neither satisfied nor dissatisfied | Fairly dissatisfied   | Very dissatisfied     | Not applicable / don't know |
|     |   | <input type="radio"/>        | <input type="radio"/>                | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       |

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Q11a Have you reported anti-social behaviour to East Devon District Council Housing Service in the last 12 months?

- ☐ Yes  
☐ No

### Cost of Living

Q12 How often do you worry about being able to meet monthly living expenses?

- All of the time    Most of the time    Sometimes    Rarely    Never    Not applicable / don't know
- ☐    ☐    ☐    ☐    ☐    ☐

Q13 Thinking about your finances over the last year, how often, if at all, have you struggled to pay at least one of your household bills?

- All the time    Most of the time    Sometimes    Rarely    Never    Not applicable / don't know
- ☐    ☐    ☐    ☐    ☐    ☐

**Next we would like to ask you two questions about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions we'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".**

Q14 Overall, how satisfied are you with your life nowadays?

- 0    1    2    3    4    5    6    7    8    9    10
- ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐

Q15 On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?

- 0    1    2    3    4    5    6    7    8    9    10
- ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐    ☐

### **\*Important: Permissions and Confidentiality**

Q16 East Devon District Council Housing Service 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 East Devon District Council Housing Service?

- ☐ Yes *[Please go to Q16a]*  
☐ No *[That's the end of the questions - please now return your questionnaire in the envelope provided]*

Q16a Are you happy for East Devon District Council Housing Service to contact you about anything you have raised in this survey?

- ☐ Yes  
☐ No

**Please return your questionnaire in the Freepost envelope provided. Thank you.**



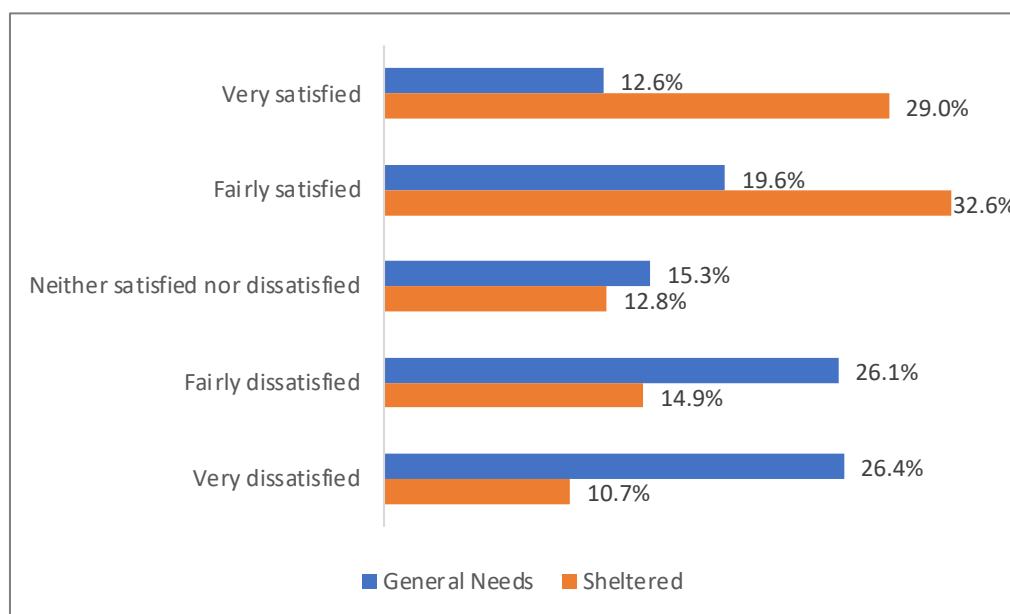
## Appendix 2: Sub-group analysis of overall satisfaction [TP01]

This section presents overall satisfaction by tenure, age, tenancy duration, and house type.

### Overall satisfaction by tenure

As is often seen in tenant satisfaction surveys, sheltered housing residents are more satisfied than general needs residents. This is reflected in Figure 37 below.

Figure 37: Overall satisfaction by tenure (GN n=573; SH n=257)

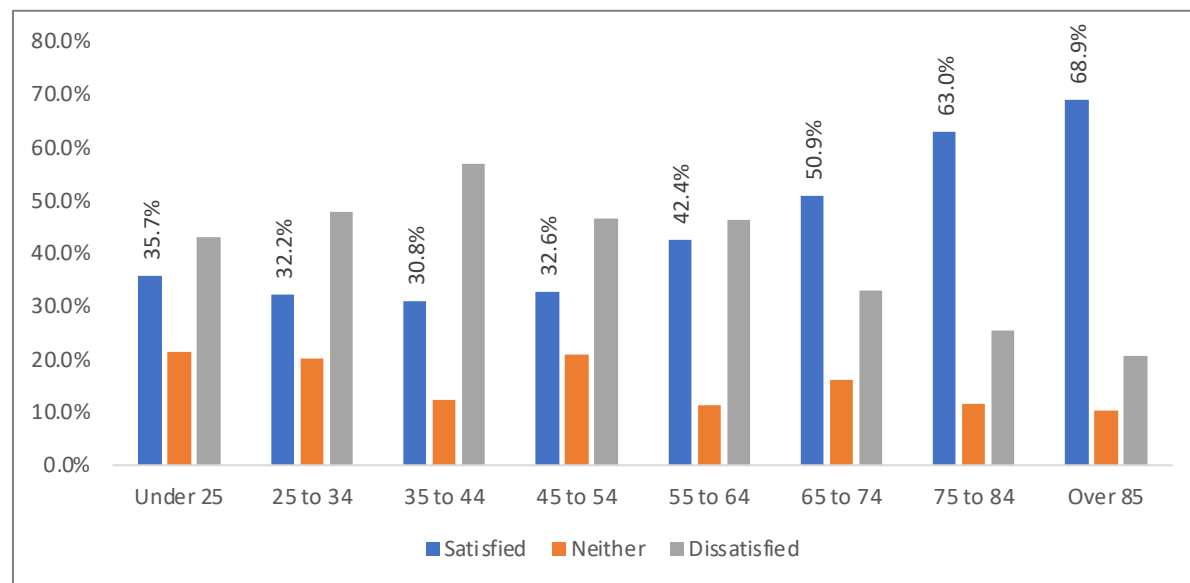


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## Overall satisfaction by age

Figure 38 illustrates that older residents were typically more satisfied than younger residents.

Figure 38: Overall satisfaction by age

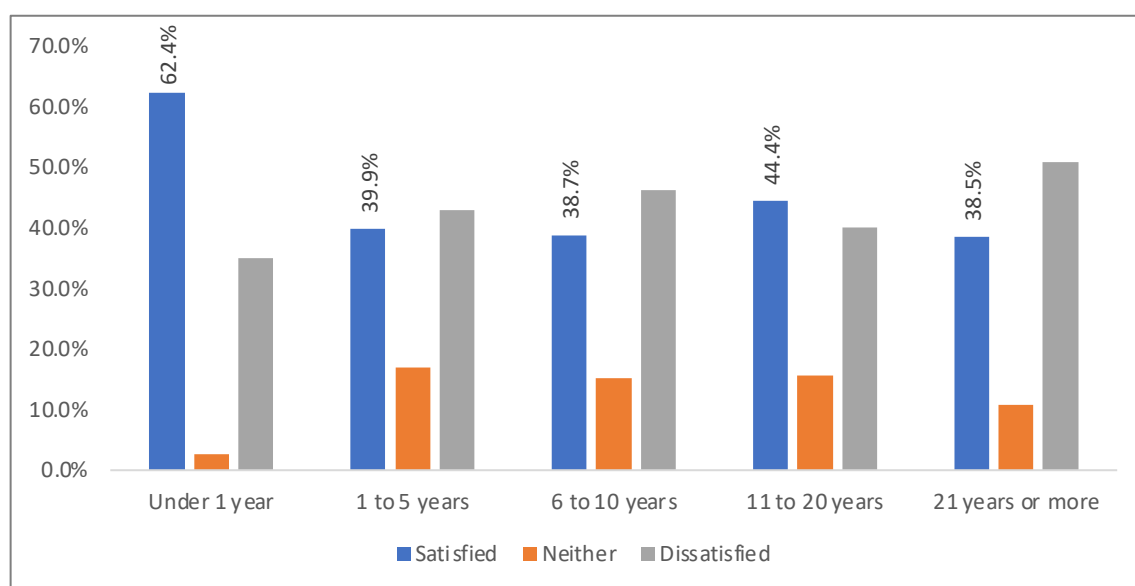


Base figures: Under 25 n=18; 25 to 34 n=70; 35-44 n=111; 45 to 54 n=133; 55 to 64 n=125; 65 to 74 n=90; 75 to 84 n=81, Over 85 n=19

## Overall satisfaction by tenancy duration

Figure 39 illustrates that satisfaction is highest for tenancy durations of 1 year or less. However, this is based on a very small response rate.

Figure 39: Overall satisfaction by tenancy duration

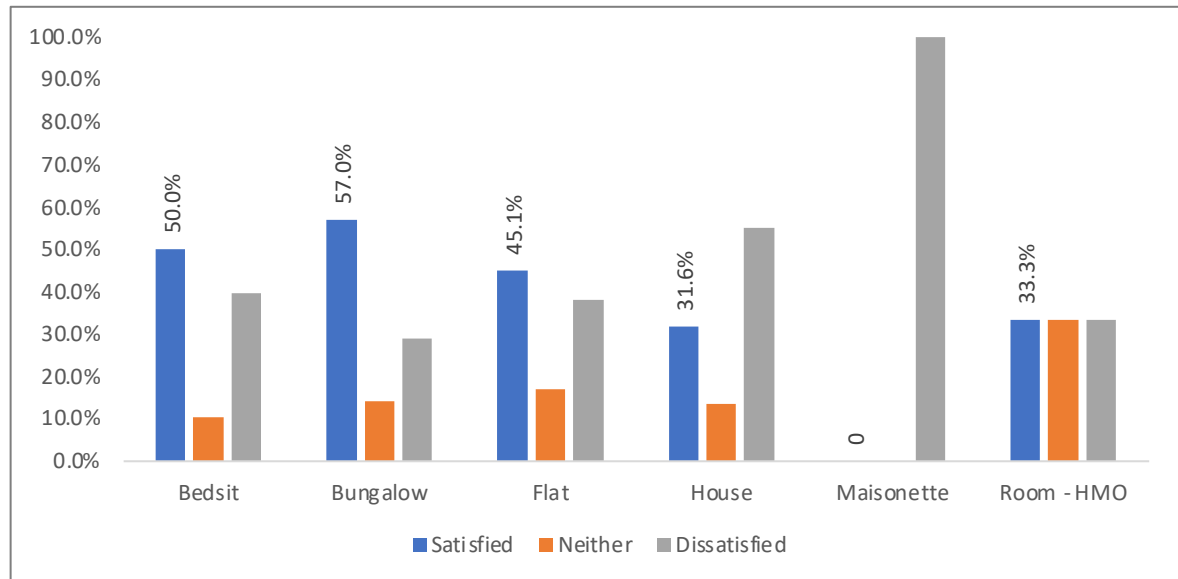


Base figures: Under 1 year n=26; 1 to 5 years n=260; 6 to 10 years n=176; 11 to 20 years n=192; 21 years or more n=169

## Overall satisfaction by house type

As illustrated in Figure 40, with the exception of maisonettes (which was based upon just one respondent), houses presented the lowest levels of satisfaction.

Figure 40: Overall satisfaction by house type



Base figures: Bedsit n=7; Bungalow n=180; Flat n=235; House n=396; Maisonette n=1; Room – HMO n=4