



SOUTH
KESTEVEN
DISTRICT
COUNCIL

South Kesteven District Council TSM Survey

2023 Report

August 2023

Prepared by: Acuity Research & Practice

acuity
making sense of housing



Contents

- [Introduction](#)
- [Key Metrics Summary](#)
- [Overall Satisfaction](#)
- [Keeping Properties in Good Repair](#)
- [Responsible Neighbourhood Management](#)
- [Respectful & Helpful Engagement](#)
- [Recommending SKDC & Improvements Suggestions](#)
- [Wellbeing](#)
- [Trends](#)
- [Understanding Satisfaction](#)
- [Subgroup Differences](#)
- [Conclusion](#)
- [Recommendations](#)



Introduction

Acuity has been commissioned to undertake an independent satisfaction survey of the residents of South Kesteven District Council (SKDC) 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 next year. It also includes additional questions and probes to gain further insight and a better understanding of what is driving satisfaction and dissatisfaction.

General Needs and Supported Housing residents were invited to take part in the survey via a telephone interview and were also given the option to complete the survey online. Quotas were set to ensure the results are representative by housing need, age and patch.

This report presents an analysis of the results based on the 572 interviews for 2023 (423 by telephone, 149 online). This includes 548 completed interviews and 24 incomplete interviews – the incomplete interviews are included in the results as required by the Regulator of Social Housing.

The headline results are shown within this report and the results from a number of subgroups are also included. As this is an annual survey, the report also includes an analysis of what is driving satisfaction at South Kesteven District Council (SKDC), a comparison with other landlords who have completed TSM surveys and an understanding of the context in which SKDC is currently operating.

The survey is confidential, and the results are sent back to the council anonymised unless residents give their permission to be identified – 91% of residents did give permission to share their responses with their details attached and 96% of these residents are happy for SKDC to contact them to discuss any information they provided.

The aim of this survey is to provide data on residents' satisfaction, which will allow SKDC to:

- Provide an up-to-date picture of residents' perceptions of their homes and the current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Inform decisions regarding future service development
- Use the results to 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 South Kesteven District Council, 572 responses were received in 2023. This response is high enough to conclude that the findings are accurate to within $\pm 3.9\%$, which is within the required margin of error and gives a good level of accuracy for the results.



62%

Overall Satisfaction

In 2023, 62% of residents are satisfied with the overall service provided by SKDC. There are higher levels of satisfaction for several measures, including the provision of a safe home (67%), residents being treated fairly and with respect (67%), the repairs service in the last 12 months (66%) and the upkeep of communal areas (66%).

However, there are some areas where improvements can be made – notably, how SKDC deals with anti-social behaviour (50%), listens to residents' views and acts upon them (49%) and handles complaints (22%). These three aspects of service, are also often among the lowest-performing for other landlords.

In addition, most of the measures have stayed stable or decreased slightly since the previous survey in 2022.

Key Metrics Summary 2023



59% Well maintained home



52% Positive contribution to neighbourhood



67% Safe home



50% Anti-social behaviour



65% Energy efficiency



49% Listens & Acts



66% Repairs - Last 12 months



59% Keeps you informed



52% Time taken - Last repair



67% Treats fairly & with respect



55% Repairs - Overall satisfaction



22% Complaints handling



66% Communal areas clean & well maintained



33% Promoters

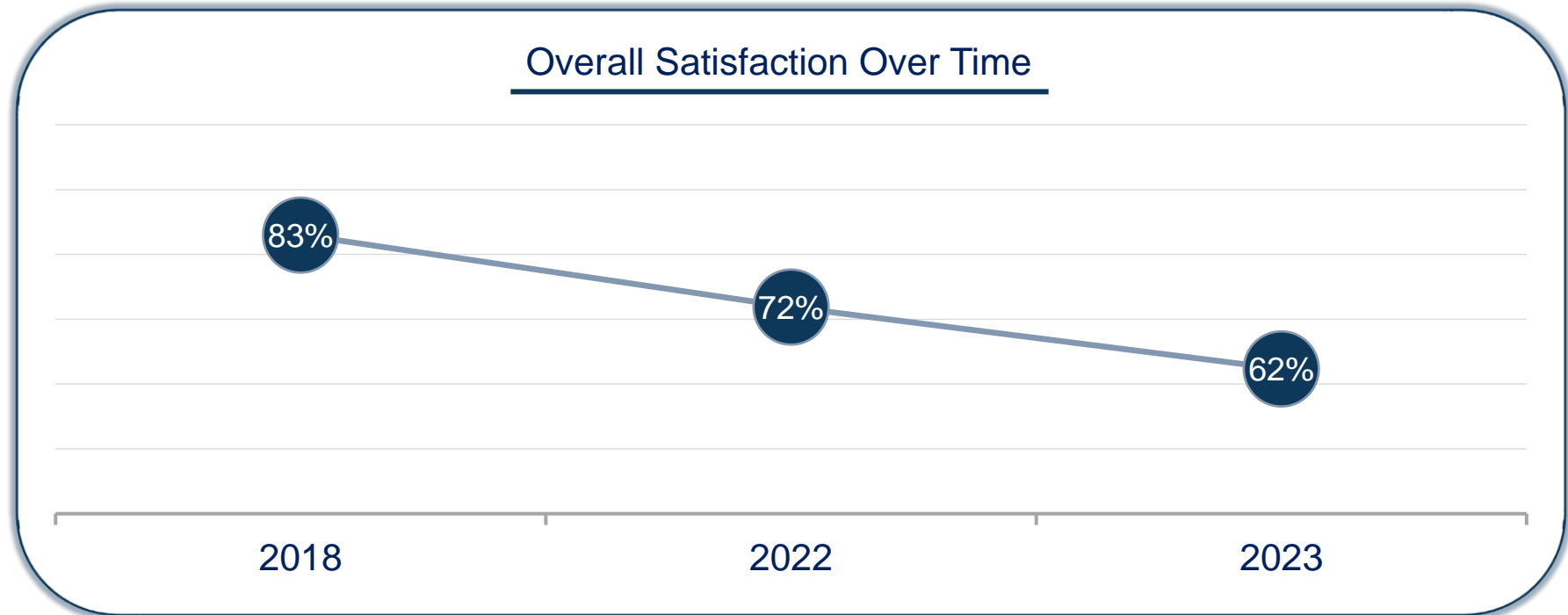
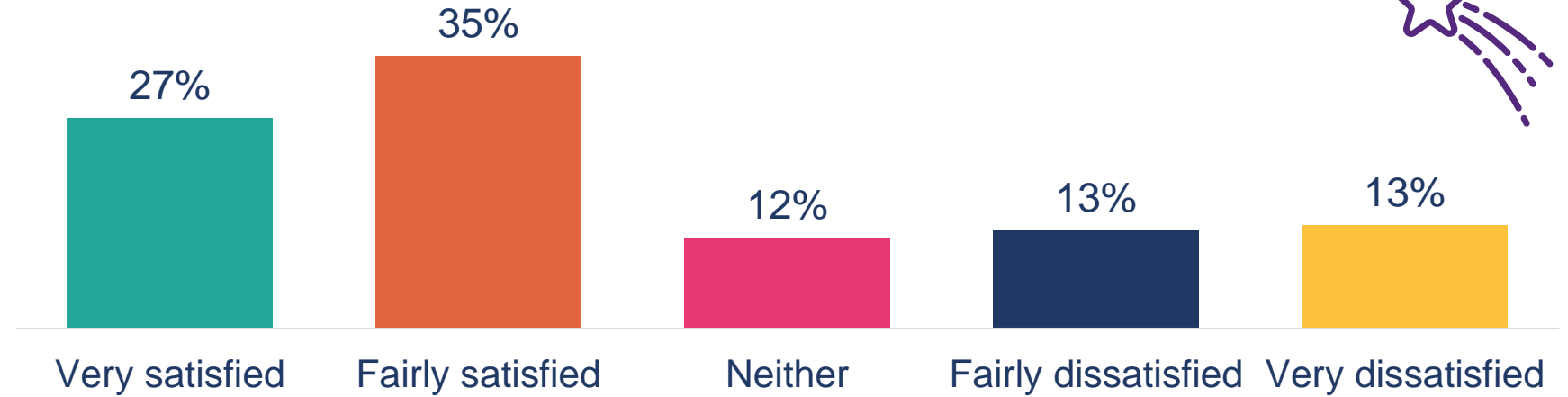


Overall Satisfaction





Overall Satisfaction



Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Kesteven District Council?” This is the key metric in any resident perception survey.

Around three-fifths of residents are satisfied (62%), with fewer very satisfied (27%) than fairly satisfied (35%). A quarter of residents are dissatisfied (26%) and a further 12% are neither satisfied nor dissatisfied.

Overall satisfaction has been decreasing since 2018, down a further 10% in 2023 compared with 2022. The following page demonstrates how some of this reduction may be explained by the national context in which SKDC is operating. However, alongside this, there are likely to be other reasons specific to SKDC that are causing this, which this report will help to identify.

The ‘understanding satisfaction’ section of this report also further analyses the ratings by several different subgroups, including housing need, patch and age. This shows for example, that supported housing residents are more satisfied overall than general needs residents; 74% compared with 60%.

National Context

The results from these surveys have fallen since 2022, but is this to do with the Council's performance or other factors?

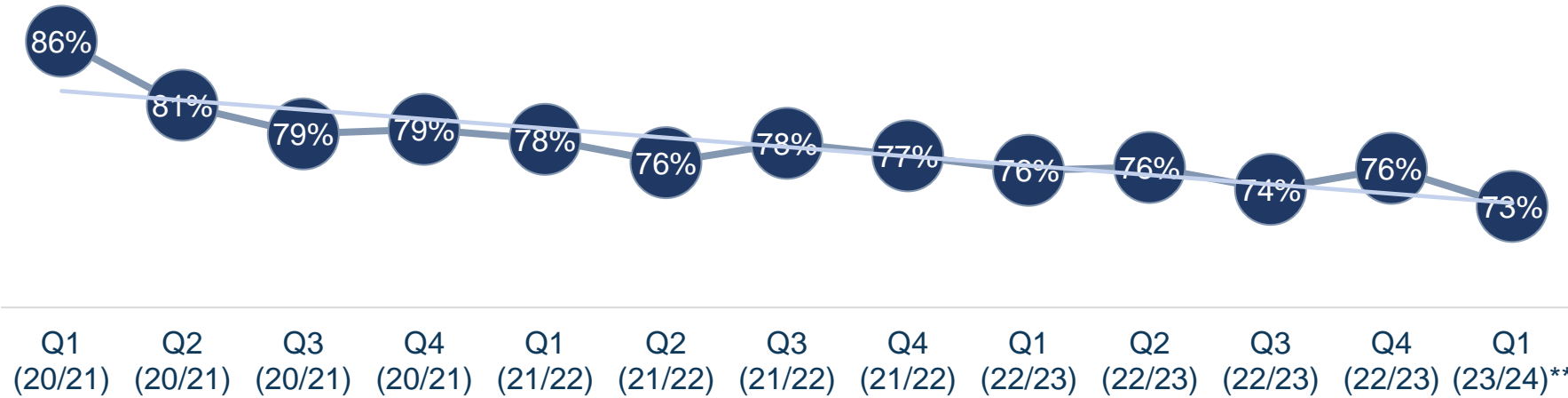
When considering the results, it is important that the national context and external factors should also be taken into account. For example:

- Cost of Living Crisis
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

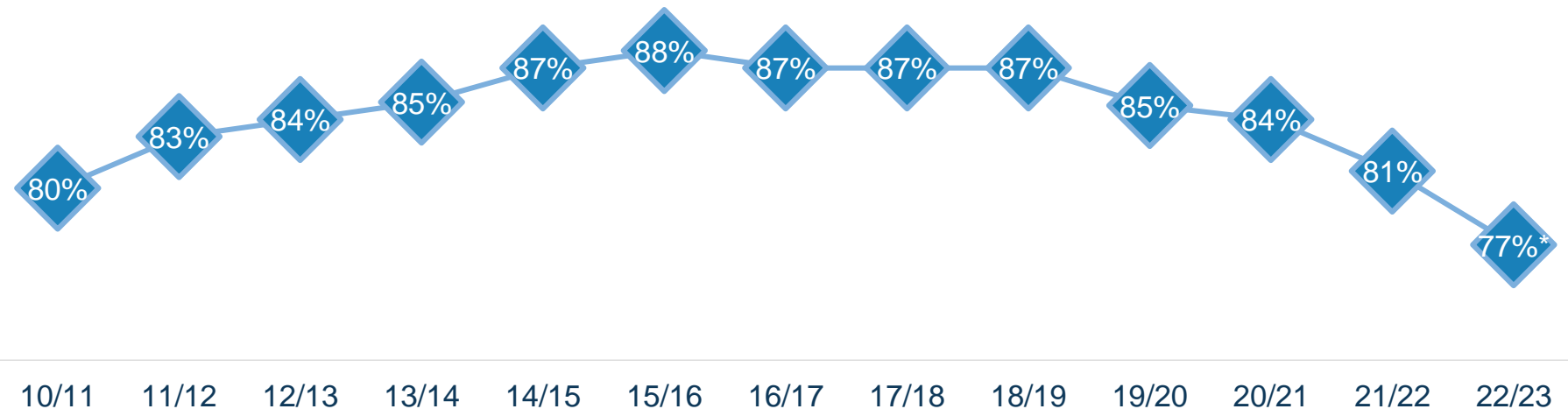
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members, which peaked in 2015/16 but has been falling slowly since, even before the effects of the pandemic.

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF/Housemark median - general needs)



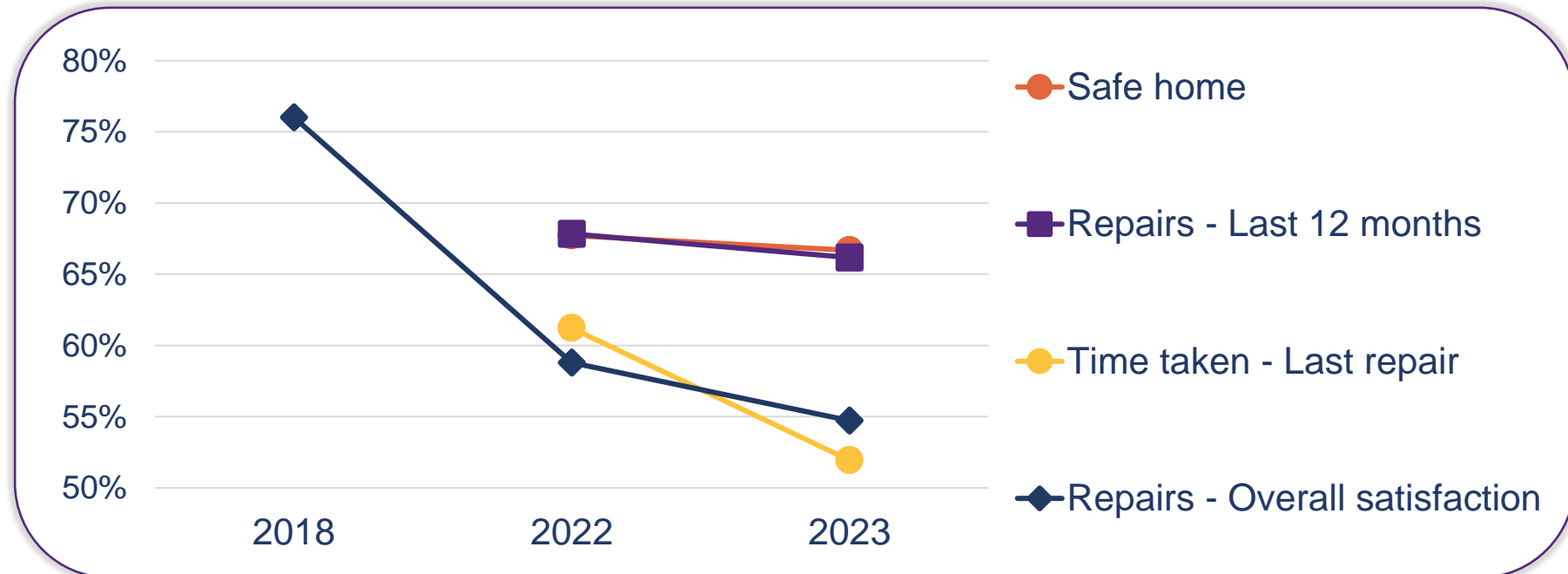
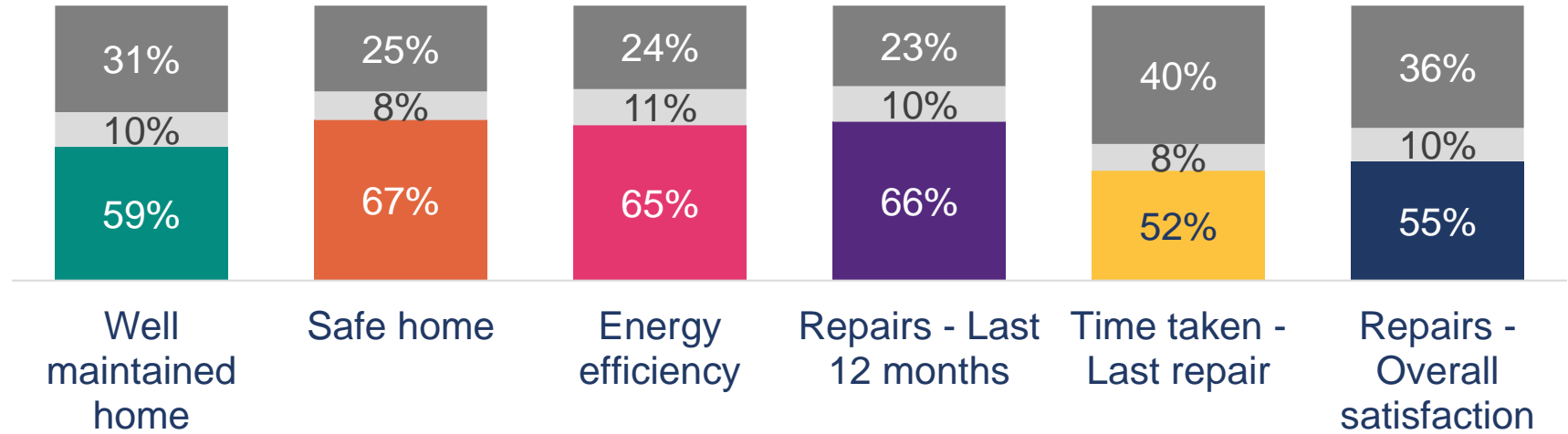
*As reported by Housemark in January 2023. **LCRA only onwards



Keeping Properties in Good Repair



Keeping Properties in Good Repair



*Safe home changed from “well maintained and safe” to just “safe” in 2023.

The TSMs now split out satisfaction with the home into two questions around its safety and maintenance. Slightly more residents are satisfied that their homes are safe (67%) than well maintained (59%), which is common in surveys of this kind. Additionally, 65% of residents are satisfied with the heating and energy efficiency of their homes.

Six out of ten residents had a repair carried out to their homes in the last 12 months (61%). Of these, 66% are satisfied with the overall repairs service during this period, although fewer are satisfied with the time taken to complete their most recent repair (52%), with 40% dissatisfied. There are 55% of residents satisfied with the way SKDC deals with repairs and maintenance generally – which was asked of all residents regardless of if they had a repair in the last year.

Of the measures that can be compared to the previous survey in 2022, satisfaction has remained stable for the home being safe. However, it has decreased for the repairs service in the last 12 months (down 2%), the repairs and maintenance service generally (down 4%) and the time taken to complete the last repair (down 9%).



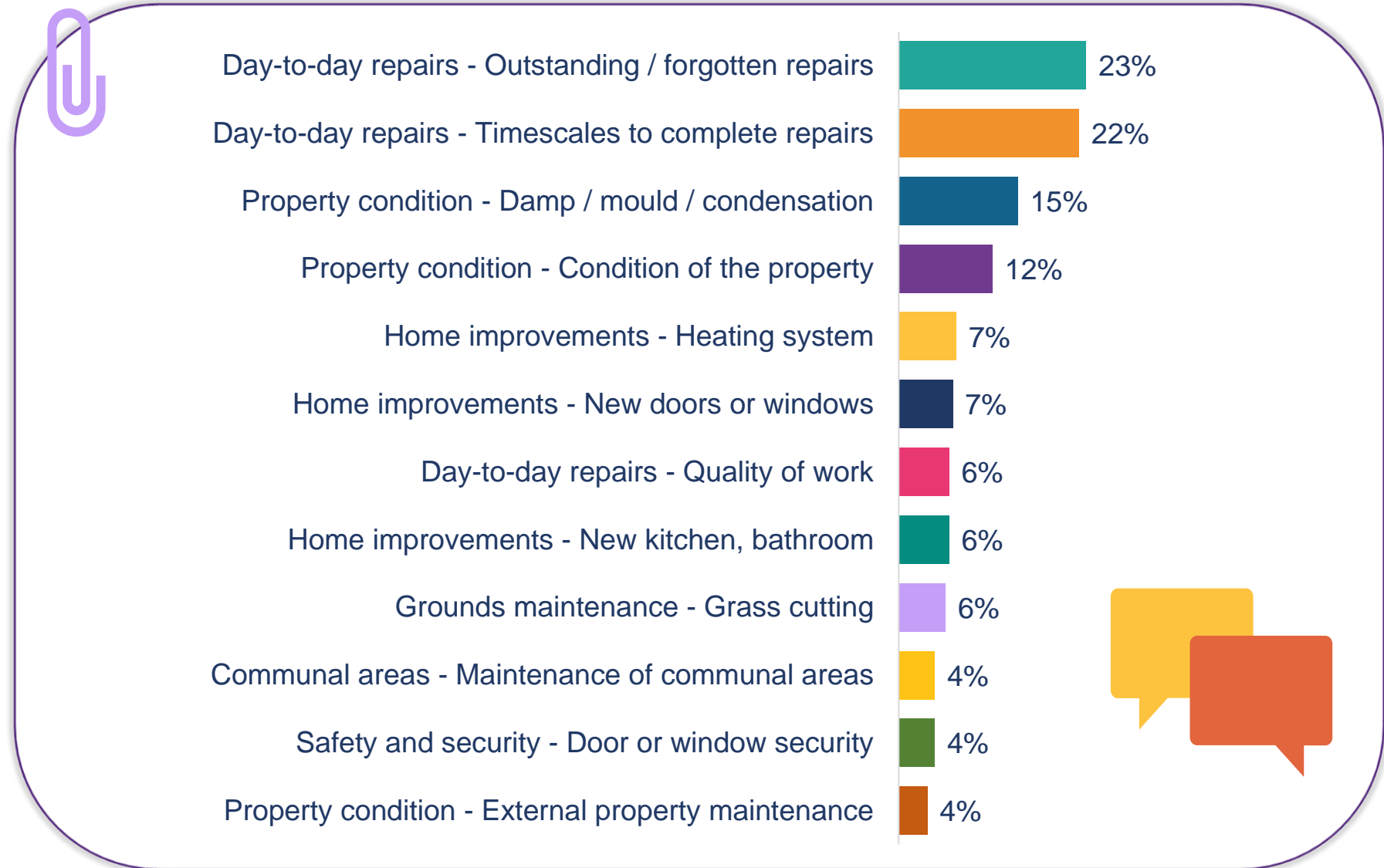
Comments – Home not Well Maintained or Safe

Residents not satisfied with their homes or communal areas were asked to explain what could be improved and 225 residents gave comments.

Residents most commonly referred to the repairs service, particularly dealing with outstanding repairs and the timescales to complete repairs. In addition, some residents have issues with the condition of their properties, particularly problems with damp or mould in their homes – which need to be addressed if SKDC is not already doing so.

Other residents would like home improvements, including new doors and windows and heating systems, which is perhaps a reflection of 24% of residents being dissatisfied with the heating and energy efficiency of their homes. In regard to the communal areas, residents commented upon their general maintenance, as well as grass cutting.

The following page shows some of the comments received in full, which will help SKDC to better understand the issues raised and target those areas in need of improvement.



Number of respondents: 225



Home not Well Maintained or Safe – Example Comments

Day-to-day repairs – Outstanding/forgotten repairs

“My door has cracked but they don't come out to repair out”

“I've had two or three repairs outstanding and when you try to call them it goes through to VM”

“Three years ago, I had a new boiler fitted. They have left an old flue on the roof that is leaking the water into the boiler cupboard. I have had this issue for three years now. I have had a few people take a look, but no one has sorted it out”

“I have reported issues with cracks and gaps in my home four years ago, they have not helped me with the issue. I have gaps in my window seals and my door. My house is leaning but they do not do anything about it”

“I reported some windows and they have not been fixed and when I rang up a second time, they said they have been out and done it, but they haven't”

“Kitchen hasn't been replaced in over 12 years. Requests for repairs are never dealt with unless reported as emergencies”

Day-to-day repairs – Timescales to complete repairs

“Windows don't lock and have been waiting for repairs for months now! Kitchen is falling apart definitely due an upgrade also same with the bathroom”

“The house has been left to become more damaged as repairs take too long to get fixed”

“I called about a repair two years ago they only came last week”

“I had an incident 18 months ago where my window and door were smashed and still waiting for a repair”

“Well, I've been waiting for a new door internally now for about 6 months, no correspondence at all”

“Basically, with the repairs I have had broken windows in my son's bedroom, you can't shut it properly and I have a list of repairs that I have had since last July and my next appointment for the windows is not until October and that is just to get them measured ”

Property condition – Damp/mould/condensation

“The building has damp and mould and it's been reported so I'm awaiting that to be completed”

“I have had my guttering cleaned and I'm still getting mould in the bedroom and bathroom”

“Black mould and rising damp in the living room, hallway, both bedrooms, bathroom and then there is rising damp in the wet room. Sort the mould and rising damp out”

“We have mould in our home which has been left for nearly 4 years! People keep coming out, but nothing ever changes, which constantly makes my daughter poorly, constantly having problems with the bathroom as well as water leaks in hallway”

“Mould in bedrooms, 2 asthmatics within the house one being under 12 and no progress on supporting the problem or getting rid of it”

“We've reported a damp wall almost 2 years ago, but nobody has been to see to it”

“They do not do any maintenance on the property, and it is full of damp and mould”

Property condition – Condition of property

“The houses are in horrendous condition and there is minimal to no maintenance, so we rely on the kind nature of younger/more able neighbours to upkeep these areas”

“Court action has been taken due to neglect of house condition”

“They could improve their maintenance, for one thing, They just don't look after the properties at all and trying to get through to them is impossible. If you do, they don't take any notice at all, and you have to do it by phone or online”

“The house has concrete falling off the top of the building. There's a lot of maintenance jobs that need to be done”

“I've lived there for 25+ years and they don't do anything no upgrades, works or improvements”

“They don't maintain anything in my property. I have been here 17 years; they have done a couple of repairs and that is it. My entire home is falling apart, and they don't do anything”

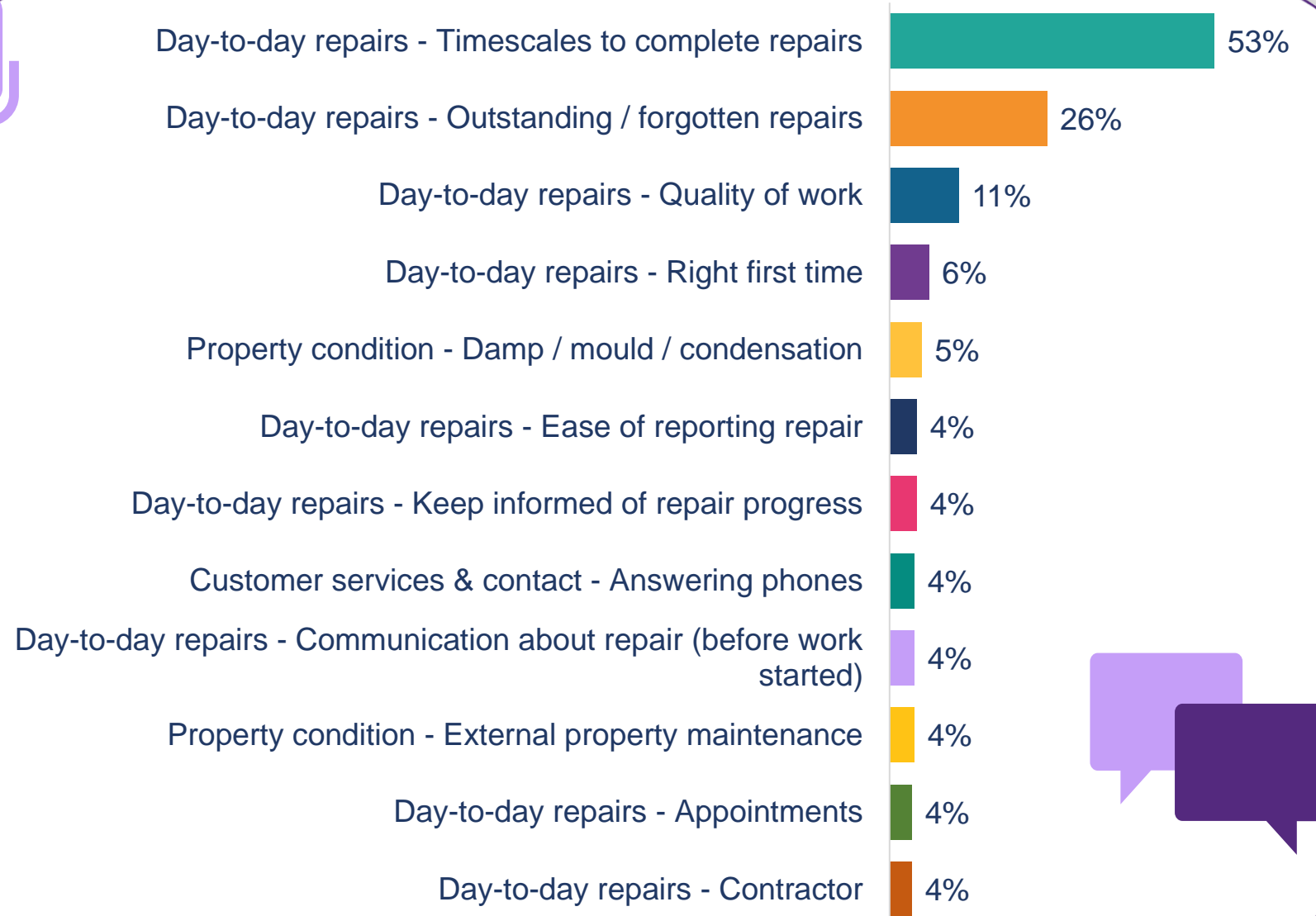
Residents not satisfied with the repairs and maintenance service were asked to explain why and 247 residents made comments.

The overwhelmingly most frequent comment is the timescales for work to be completed, followed by dealing with outstanding repairs. These are also issues that many other social landlords are currently facing. This is partly because landlords are still trying to catch up after the pandemic but also due to increased costs and shortages of labour and materials. In addition, in a world where we can now get next-day deliveries, expectations about times to complete work can be high and difficult to match.

Residents also negatively commented upon repairs that have been completed, including the quality of repair work and repairs not being done right first time.

In addition, some residents would like improvements to the communications around repairs, such as making it easier to report repairs and being kept informed about when repairs will be completed.

Comments – Dissatisfaction with Repairs



Number of respondents: 247



Dissatisfaction with Repairs – Example Comments

Day to day repairs – Timescales to complete repairs

“Shorter wait times and actual professionals who can carry out the work with time and skill”

“Having to wait months for repairs is not good enough. Being left without hot water for over a month”

“Took them over 2 years to come to fix broken bathroom tiles which was a safety hazard for my 3-year-old and also had a newborn at the time”

“Takes too long. Don’t cooperate school hours which is no help for a single parent”

“Takes crazy amounts of time to even get someone to look at an issue let alone repair it. And its always the cheapest repair possible which creates shoddy repairs”

“I waited over a year; I’ve waited for cupboards for the kitchen”

“Time taken between reporting and getting the repair done is quite poor and should be improved”

Day to day repairs – Outstanding/ forgotten repairs

“Promises made to fix it, people have been out and seen the issues in the past, but nothing is done”

“Actually get parts and come back and fit them. Don’t leave a family with windows that don’t open and some that don’t even lock”

“They do not carry out the work that they say needs doing. The kitchen has been reported so many times by email and it just gets ignored”

“Reported safety doors not working and they have done nothing”

“They said they would do multiple repairs and never have”

“It would be nice if they actually turned to do the repairs they say they are going to do. They just tell people they have done them. I received a letter saying I had all brand-new radiators, and I haven’t. They replaced one because their guys broke it”

Day to day repairs – Quality of work

“The seal on my bath goes every so often, the repair man just leaves a mess all the time, there is still grout on my tiles, where they have not taken it off”

“The job they did is terrible”

“Any time they have been round to complete a repair it has been rushed or done to a poor standard resulting in me needing to contact again. I’m a very tolerant person but even this takes the biscuit! SKDC has really let us down”

“For example, I had a new extractor fitted and the mess with the foam stuff is unreal and looks a total mess, all down the wall inside even on my fence”

“Take too long or send someone who can’t do the job, or it ends up worse than it was before”

“Because they have not completed the repair to my satisfaction”

“Do it properly and compensate properly”

Day to day repairs – Right first time

“Mainly the electric sockets that were repaired had to be done twice and another one was done 3 times so they’re obviously lacking quality in their repair service”

“I had to ask for a repair, they did it badly so that I had to call them back out to do it again - this was the toilet and stair rail. The stair rail has still not been done which is part of adaptability”

“One thing is that we have leaking guttering right outside of the front door and they’ve come out three times to repair it. Every time we have a huge downpour, you get soaked as soon as you go out the front door. If they did it right the first time, they wouldn’t have to keep coming out to repair it and wasting money”

“Fix the problem properly instead of doing a cover-up job”

“I had a water leak, they came, said it was fixed, it wasn’t then they said they were coming back out and they didn’t so I had to call them again”



Responsible Neighbourhood Management



Around a third of residents stated that they live in a building with communal areas, that SKDC is responsible for maintaining (35%). Of these residents, 66% are satisfied with the cleaning and maintenance of their communal areas; however, 26% of residents are dissatisfied.

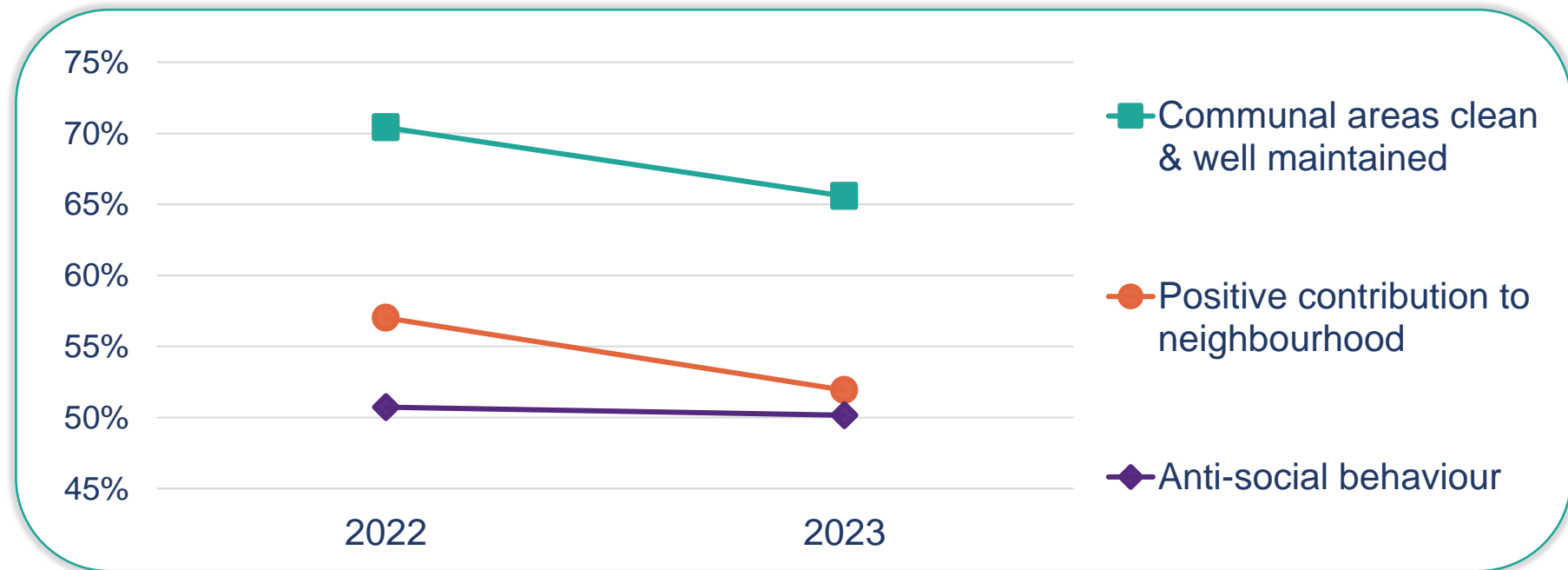
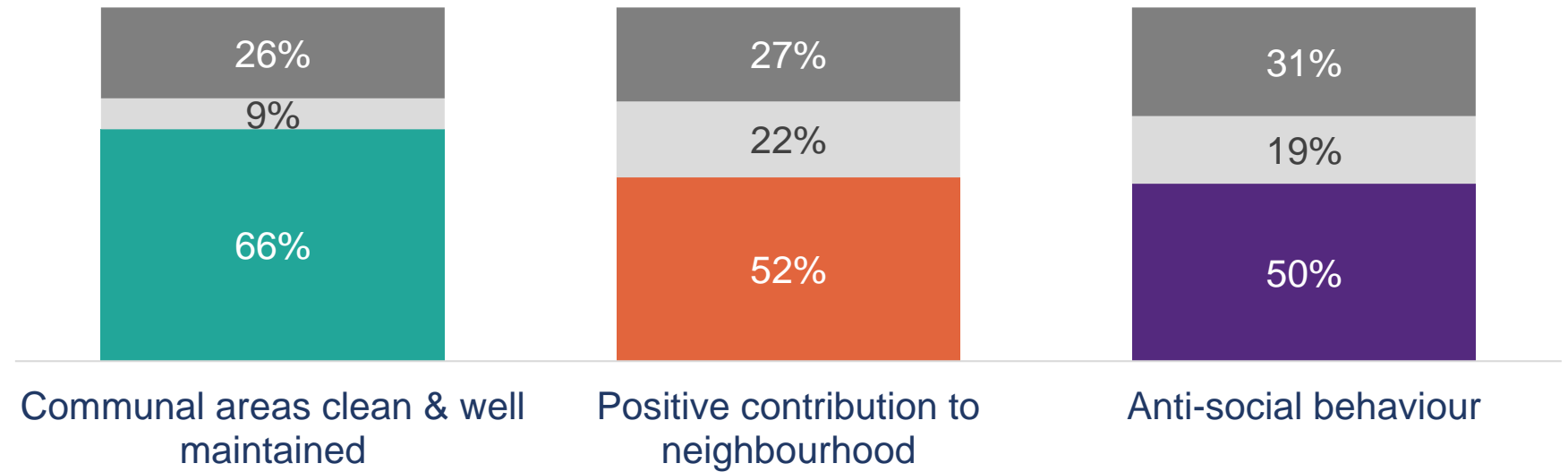
Fewer residents are satisfied with the positive contribution SKDC makes to their neighbourhood (52%). Although 22% gave a neutral response, perhaps because they are unaware of the contribution made; maybe SKDC could do more to promote the impact it has in the area.

In addition, half of residents are satisfied with how SKDC deals with anti-social behaviour, with 31% dissatisfied.

Compared with the previous survey, satisfaction has remained stable for how ASB is dealt with. However, it has decreased slightly for the cleaning and maintenance of communal areas (down 4%) and the positive contribution made to the neighbourhood (down 5%).



Responsible Neighbourhood Management





Respectful & Helpful Engagement

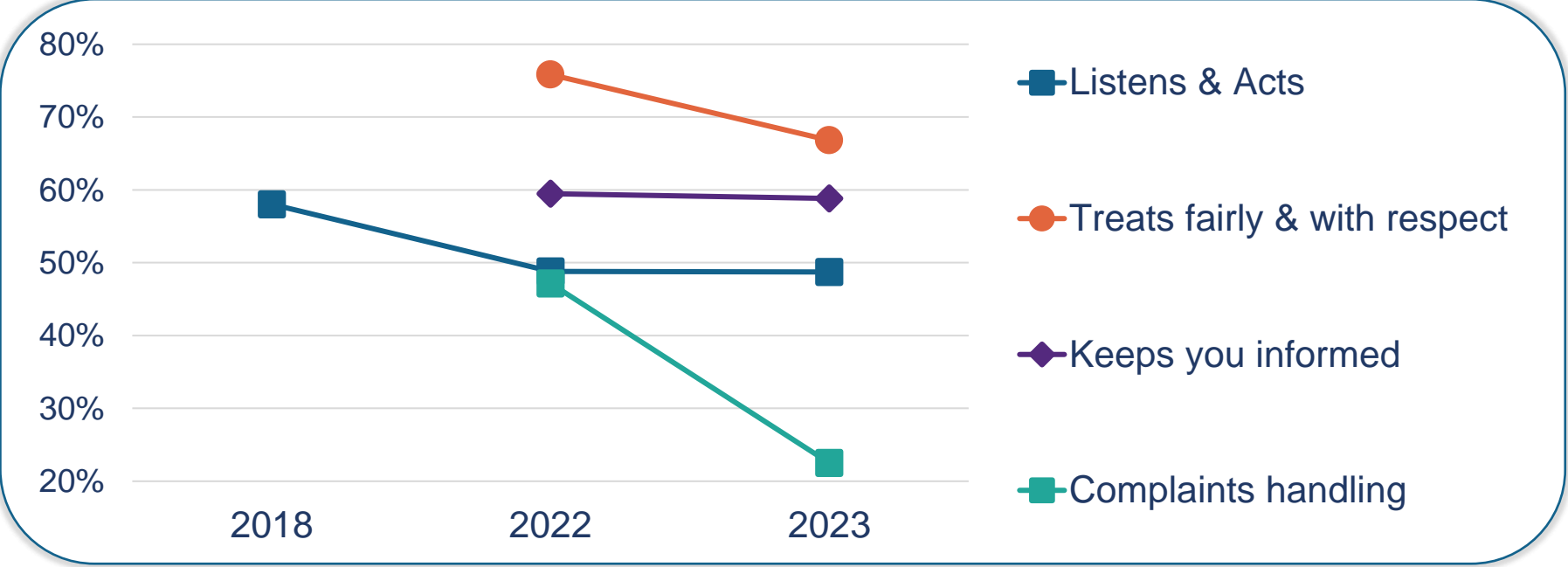
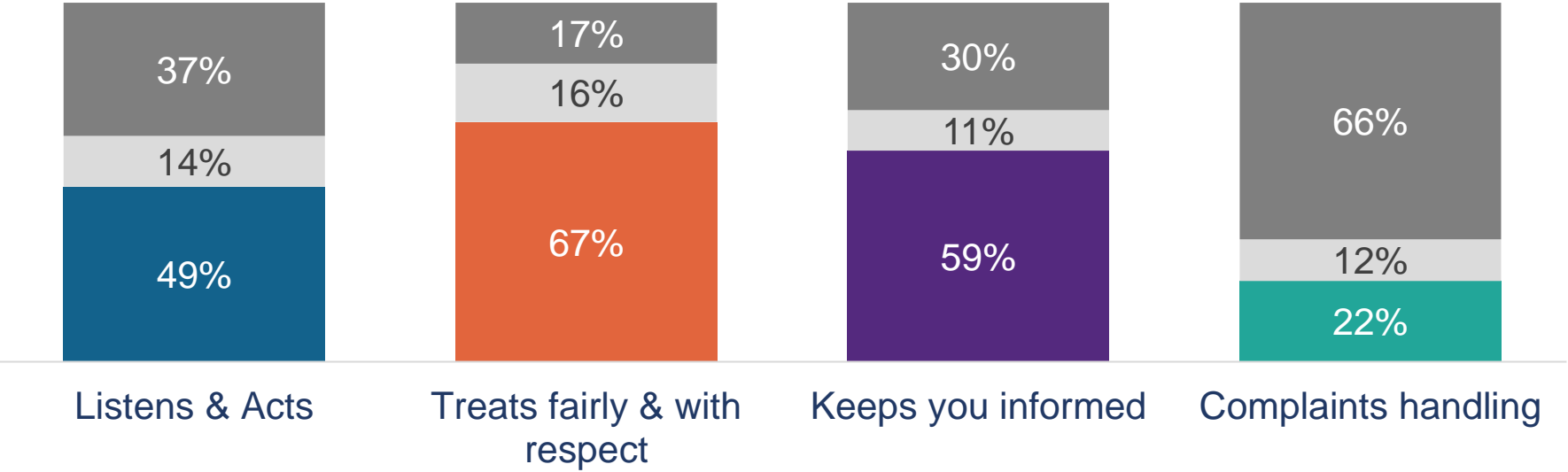


Respectful & Helpful Engagement

Three-fifths of residents are satisfied with how they are kept informed about things that matter to them (59%), with fewer satisfied that SKDC listens to their views and acts upon them (49%). Satisfaction has remained the same as in 2022 for both of these measures.

Additionally, two-thirds of residents agree that they are treated fairly and with respect by SKDC (67%), which is a decrease of 9% compared with the previous survey.

Some 24% of residents stated that they had made a complaint to SKDC in the last 12 months. Although it is not clear whether these are genuine complaints following a failure of service or service requests which have yet to be actioned. Despite this caveat, of these residents, just 22% are satisfied with the way complaints are handled, with three times as many dissatisfied (66%). Satisfaction has decreased by 25%. However, the way this question is asked was changed for 2023 (as part of the TSMs) to only include those that stated they had made a complaint, rather than all residents.



Comments – Customer Service & Communications

Residents who stated that they are not satisfied with customer service and communications were asked what SKDC could improve. Some 214 residents gave comments.

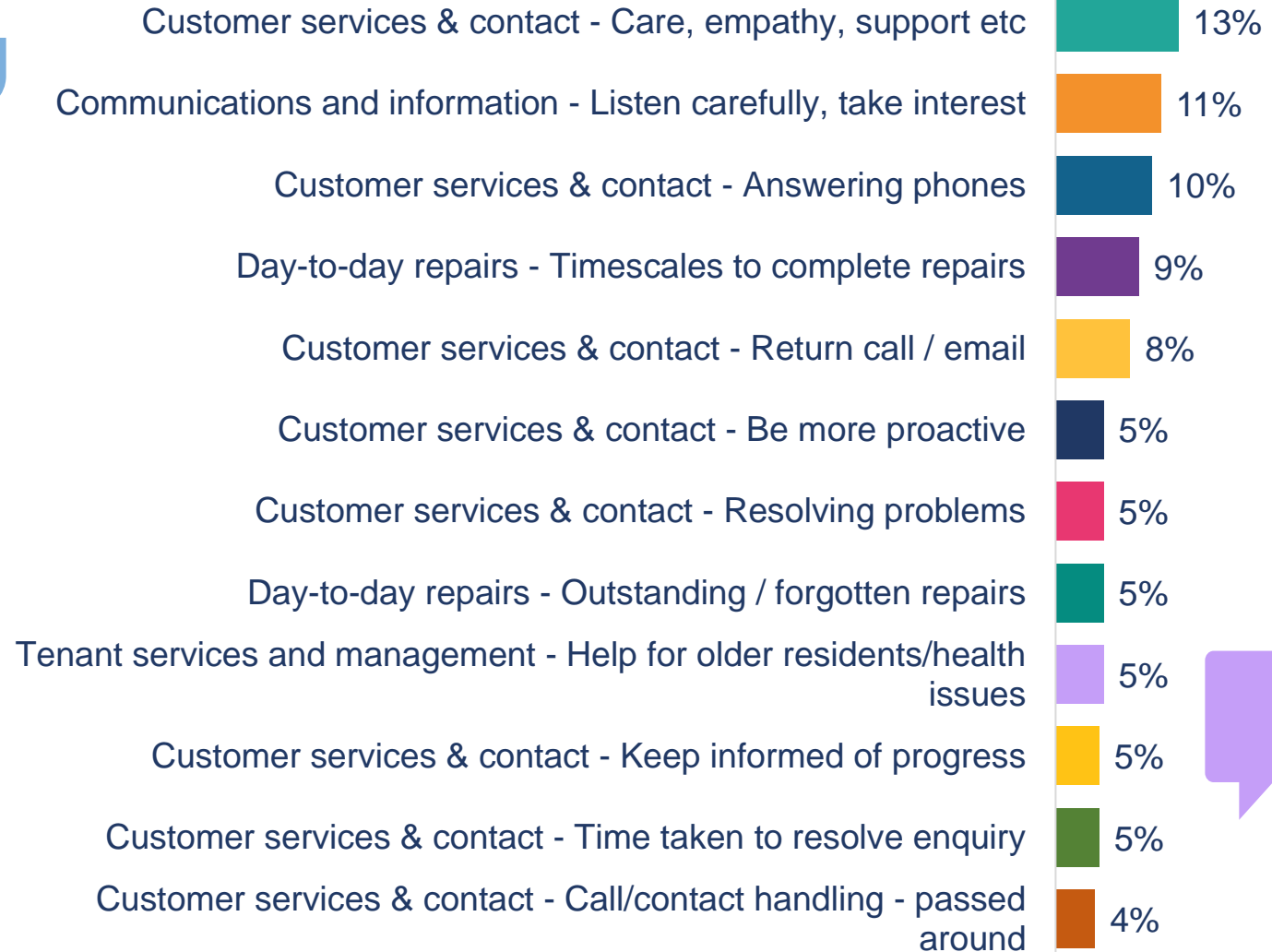
Most frequently residents commented that when they make contact staff could show a bit more care, empathy and support, as well as listen more carefully and take an interest in what they are saying

Additionally, residents would like improvements to the answering of phone calls, including not being left on hold for ages or given a voicemail message, and for their calls and emails to actually be returned – both of which leave residents feeling frustrated.

Other residents once again mentioned issues around the repairs service, particularly the timescales to complete repairs and outstanding repairs that have not been dealt with.

More generally residents feel that staff could be more proactive and better at resolving their problems.

The following page includes examples of the comments received for the top 4 comment areas and gives further insight into what is driving dissatisfaction.



Number of respondents: 214



Customer Service & Communications – Example Comments

Customer service & contact – Care, empathy and support

“Very rude on the phone”

“Anytime I have spoken to someone on the phone I have just found them rude or very unhelpful”

“Improve customer service skills”

“I feel as though we are meaningless to them and just a name on a list. Even if the heating is our energy providers’ fault, they should assist us with getting help from them because they are telling us it’s not their job either! And if we are down on a list for a new kitchen, we should be kept updated on how long it’ll take and when it’ll happen?”

“You ring up for anything it is like you have got no rights and you are not the owner of the house. If anything goes wrong and you contact Customer Services, they make you feel guilty about actually calling to get a repair and make you feel as if you should do everything yourself. I think definitely there should be for people that do look after their property they should look after them in return”

Communications & information – Listen carefully, take interest

“To actually listen”

“You are very nonchalant on the phone. Like when I had a leak in my ceiling, you don’t seem to be interested in what I am saying. Everything is not an emergency”

“They do not listen to me. I have explained the issues with my guttering multiple times, but nothing has been penned. They have sent the surveyor, but the issue remains”

“They could listen to you! They don’t seem to have time to listen to us”

“They have not listened to us about the garden for months”

“I feel that as I get older, they are less prepared to listen to me”

“I could say they could listen to me for once and get someone out to actually do the repairs I requested”

“They do not listen to us. I think this is due to the budget restrictions. They have a high turnover of staff”

Customer service & contact – Answering phones

“Replying to your phone calls and getting things done. I know they are short staffed but still. You ring them and you are in a queue, they say to leave your number, and someone will call you back. Then often they do not get back to you”

“They take so long answering the phones and then were passed from one department to another and eventually feels like we’ve got nowhere”

“Lack of communication. Answer my calls. I only get an automated email response stating a 6-8 week wait for you to get back to me”

“You can’t talk to no one when you ring up. There’s never anyone on the end of the phone”

“You can never talk to anyone as it goes to voicemail”

“When you try to get through to them, you are on hold for ages due to high call volumes”

Day to day repairs – Timescales to complete repairs

“I was waiting nearly a year for a window to be replaced, and in the end, I had to pay for it myself. I’m also still waiting for a new front door 2 years later”

“People who come around they look at things, but they don’t always pass the information about the repair to be fixed. There is a long waiting time for the repairs to be done”

“Get in touch about repairs and improve the timescales”

“The waiting time for repairs and they should listen to your views”

“I suppose to give the customer care better training. With repairs, they are just so behind. Getting an appointment, you are waiting far too long. Quality of workmanship they need to improve”

“Just try and get repairs done quicker and not have to wait 18 months. My house has got mould, I have reported it and I still haven’t had anyone come and sort it out”

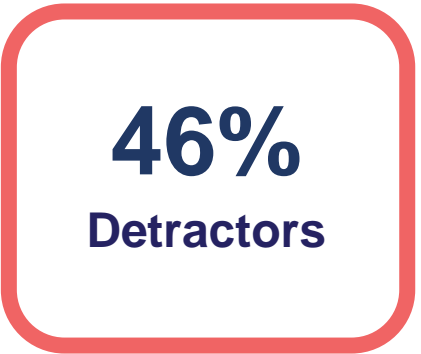


Recommending SKDC & Improvements

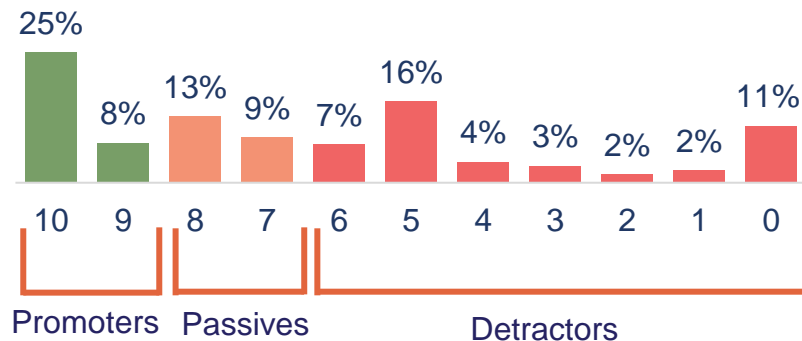




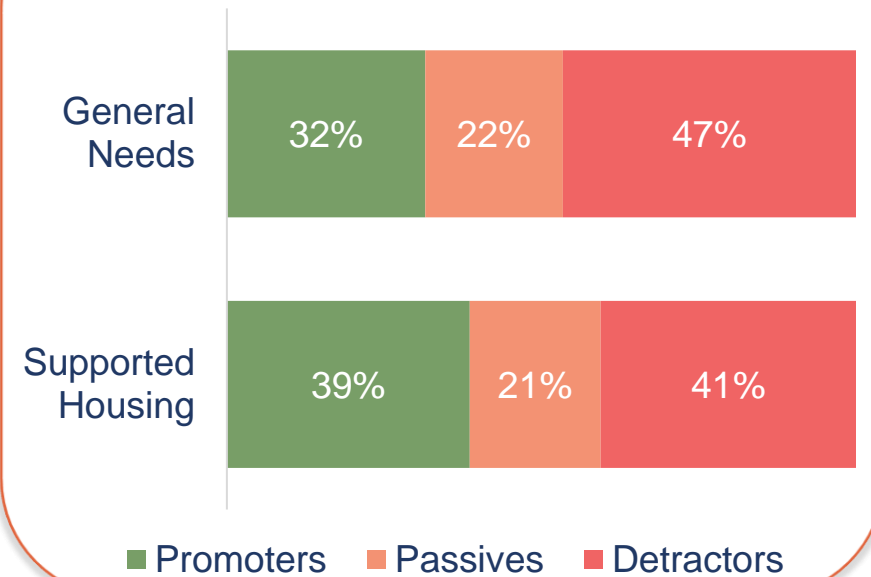
Recommending SKDC



How likely would you be to recommend South Kesteven District Council to other people?



By Tenure

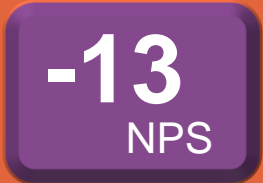


Residents were asked, “How likely would you be to recommend South Kesteven District Council to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?”

A third of residents are promoters, very loyal and happy to promote SKDC to other people (33%), with 25% giving a score of 10 out of 10. Just over a fifth of residents are currently passive and could be persuaded either way (22%). However, 46% are detractors, and likely to have negative views about SKDC.

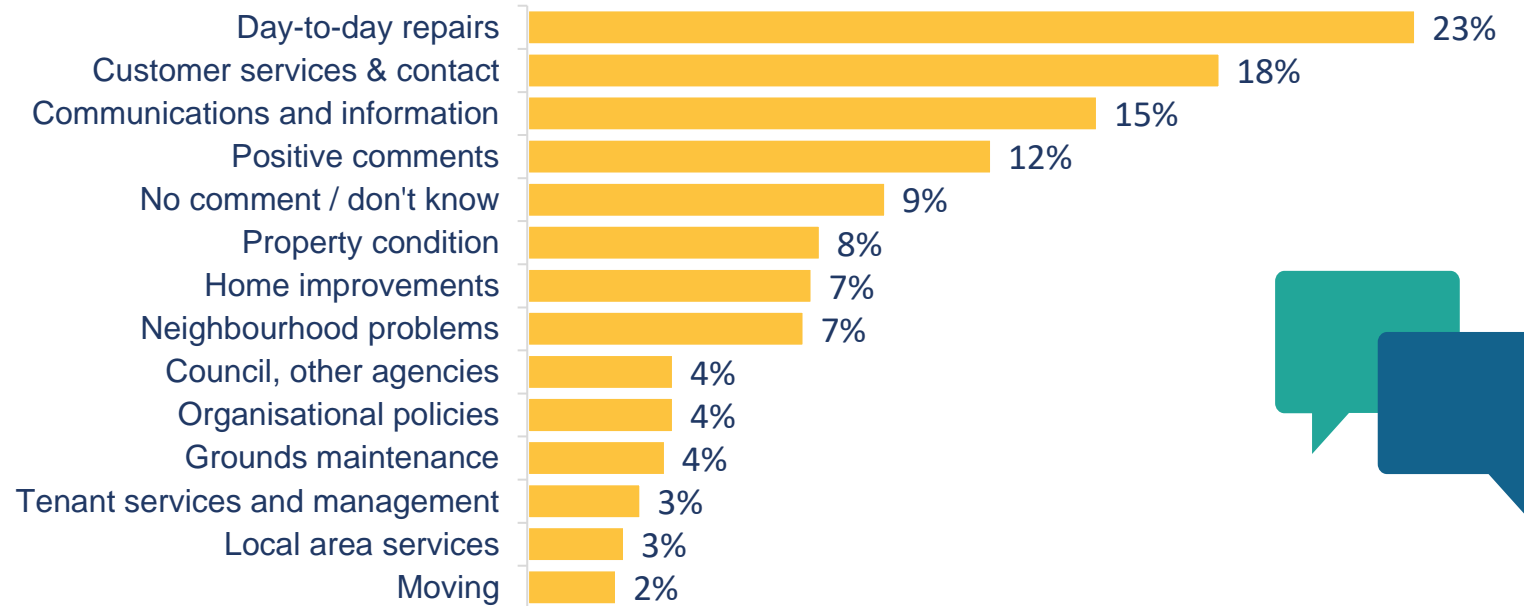
The Net Promoter Score (the number of promoters minus the number of detractors) is -13. This does not compare well with the Q1 2023/24 average for Acuity tracker and one-off clients of +25.

Supported Housing residents are more likely to be promoters (39%) than General Needs residents (32%). Correspondingly, the NPS for Supported Housing residents is -2, compared with -15 for General Needs residents.



Improvement Suggestions

Top Categories for Improvement



Hot Topics



Residents were asked if there was one thing SKDC could do to improve its services, and what would they like it to be, and 478 residents gave comments.

Some 12% of the residents are positive about the current services and a further 10% had no suggestions, perhaps also feeling no improvements are necessary

However, of the negative comments, as might be expected, residents most frequently referred to the repairs service, in particular, the timescales to complete repairs and outstanding repairs that have not been dealt with.

Residents also commented on customer services and contact, including the care, empathy and support from staff, as well as the answering of phones. While others would like improvements to the communications they receive, and to be listened to more carefully.

Again, these comments will help SKDC target areas for improvement and the following page includes verbatim examples of the comments received from the top categories.

Improvements to Service – Example Comments

Day-to-day repairs

“Getting repairs done in a more timely manner, making sure that any major void houses are completed to a high standard so that repairs are needed to be reported straight after someone has moved in”

“Just do repairs we have been waiting 2 years with our door”

“To do the jobs that they say they are going to do, but never do”

“Improve on waiting time for the repairs to be done. Some jobs that take 10 minutes to be fixed are not done for months”

“Time waiting for improvements or for things to be fixed”

“They could improve the repair service. They have a big backlog after COVID”

“Just try and get repairs done quicker and not have to wait 18 months. My house has got mould, I have reported it and I still haven’t had anyone come and sort it out”

“They don’t carry out repairs when they’ve been told about them”

Customer services & contact

“Be more understanding and less judgmental”

“Listen and act like they care, like they used to in the early 2000s”

“Having someone answer the phone quicker when you ring as you can wait ages on the phone. It also takes a long time for them to resolve your query”

“They could be more courteous to the disabled people. They could look after us a bit better”

“They could make it easier to get through to them on the phone”

“Their manners. Be more polite”

“Get the phone sorted out so you don’t have to wait so long”

“Customer support and more employees who can answer the phone in the office as its hard to get it by phone”

“They could improve their customer service”

Communications & information

“More communication with the tenants in sheltered accommodation”

“Communication needs to be improved. More contact with their tenants”

“More communication and more simpler communication”

“Just contact every now and again to see if there is anything tenants need doing - Just a bit of contact”

“To start communicating with people properly”

“I think possibly more direct communication than treating people like numbers”

“Better communication and listen to us”

“Give a better service, better communication, actually work with the tenants. In the tenancy agreement, they don’t keep their side of the bargain”

“Communication in general and website issues with logging repairs”

Property condition

“The maintenance on their properties”

“They can be proactive rather than reactive. Especially on the conditions of the flats. Maintenance on these flats. The building is quite old now”

“They could make sure that the walls and left are insulated”

“Go around and check the houses that people live in some people’s gardens had asbestos for example and make sure properties are maintained”

“They need to improve housing as the houses are falling apart. They need to improve maintenance in general”

“The inside of the building. The walls are terrible. Wires showing on the corner of the wall. Water stop tap sticks out so people trip over it. There is so much that needs doing. Kitchen was not replaced when others were. There is nothing right in the kitchen. Lack of storage etc.”



Wellbeing



SKDC also took this opportunity to ask residents some questions about their wellbeing, including how they feel about the cost of living crisis and whether they suffer with damp and mould problems in their homes.

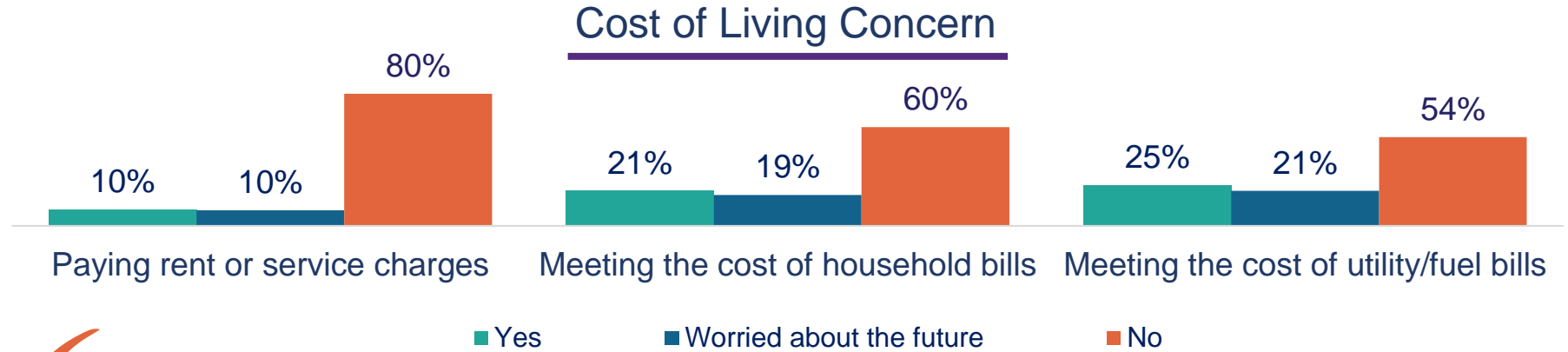
The survey demonstrated that some residents are worried about paying their rent or service charges (10%), with more worried about the cost of general household bills (21%) and utility/fuel bills (25%).

Despite the news that inflation is due to drop in the coming months and fuel bills will fall, similar numbers remain worried about these costs in the future, for instance, 21% of residents worry about future utility/fuel bills.

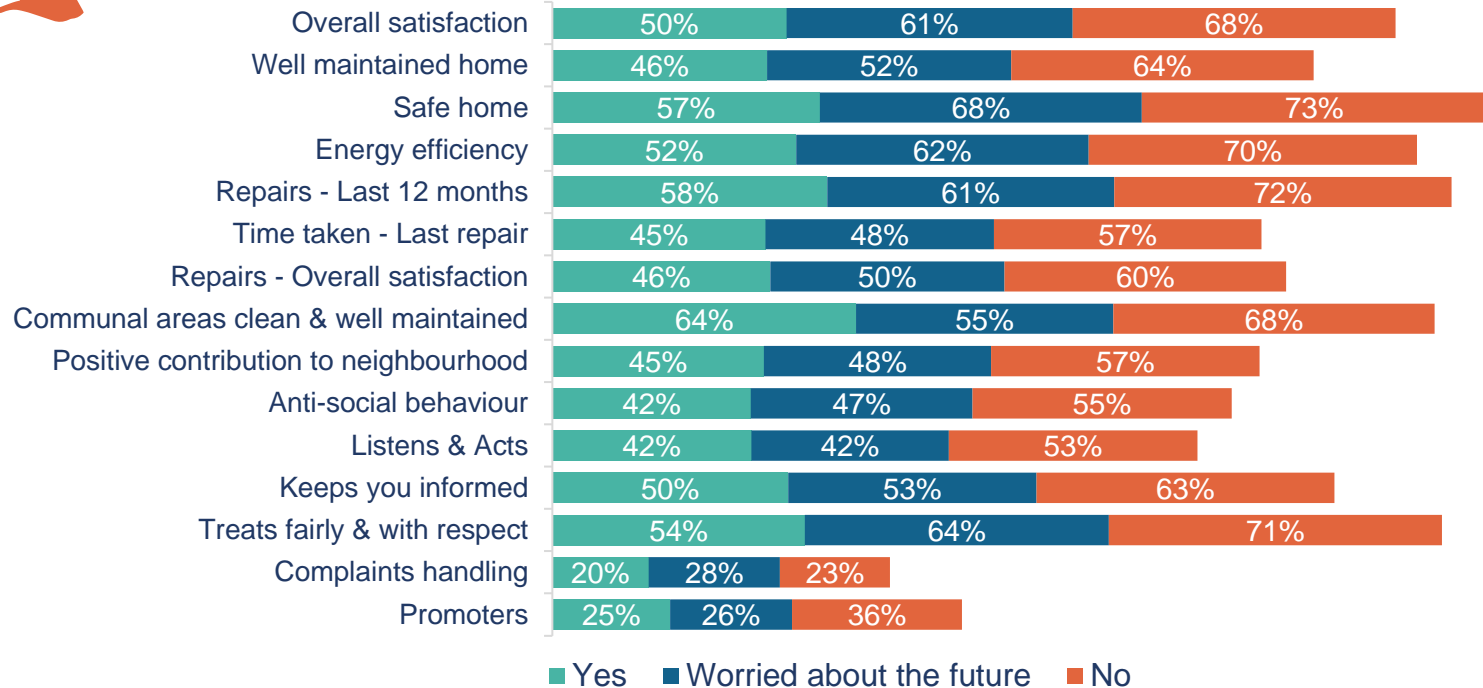
Evidence from similar surveys shows that those struggling financially are often less satisfied with their homes and the services provided by their landlord, and this largely appears to be the case with SKDC.

Regarding the overall service provided, 50% of residents struggling are satisfied, compared with 68% of those not struggling. This pattern holds true for the other metrics in the survey.

Cost of Living Concern



Cost of living concern & satisfaction



Damp & Mould

SKDC also asked residents if their home currently suffers from any damp or mould issues.

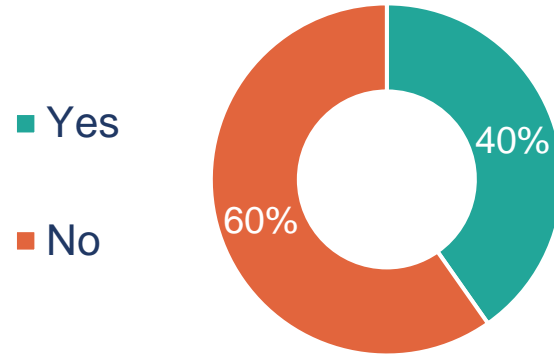
Two-fifths of residents stated that they do currently have damp or mould problems in their homes (40%). Of these residents, 73% have reported the issue to SKDC.

General Needs residents are far more likely to have damp or mould in their homes (47%) than Supported Housing residents (13%).

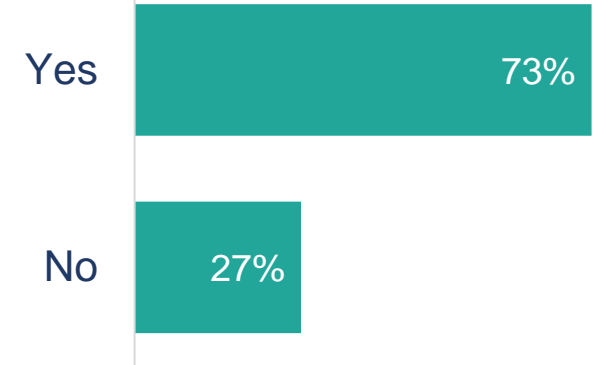
While across the various patches damp and mould is most prevalent in The Deepings (48%) and South Villages (46%). Although there is no area that stands out as having minimal damp or mould concerns.

The details of the residents with damp or mould issues have been passed back to SKDC. These need to be addressed as a matter of urgency to ensure residents are kept safe and the condition of their properties does not deteriorate any further.

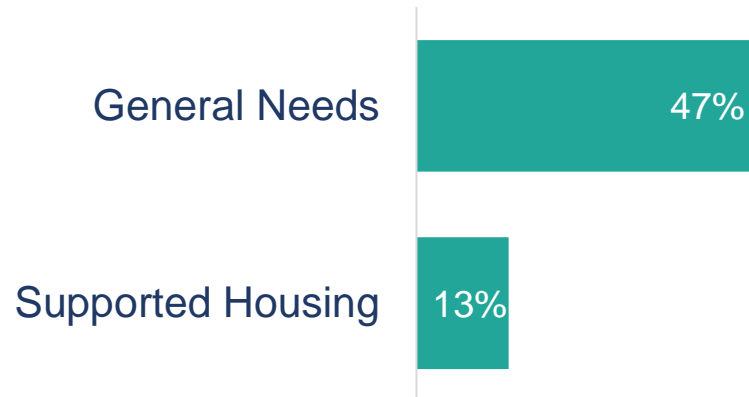
Damp/Mould in Home



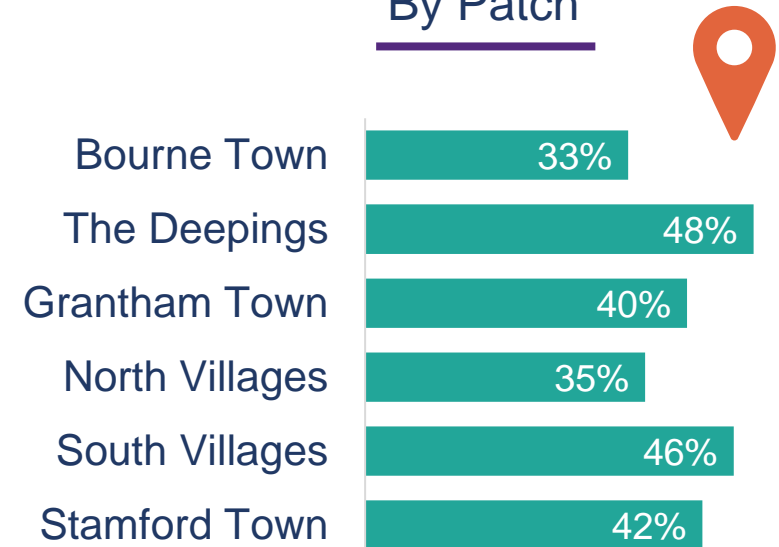
Reported It?



By Tenure



By Patch





Trends



Where comparable, satisfaction with key services has remained the same or decreased since the previous survey in 2022.

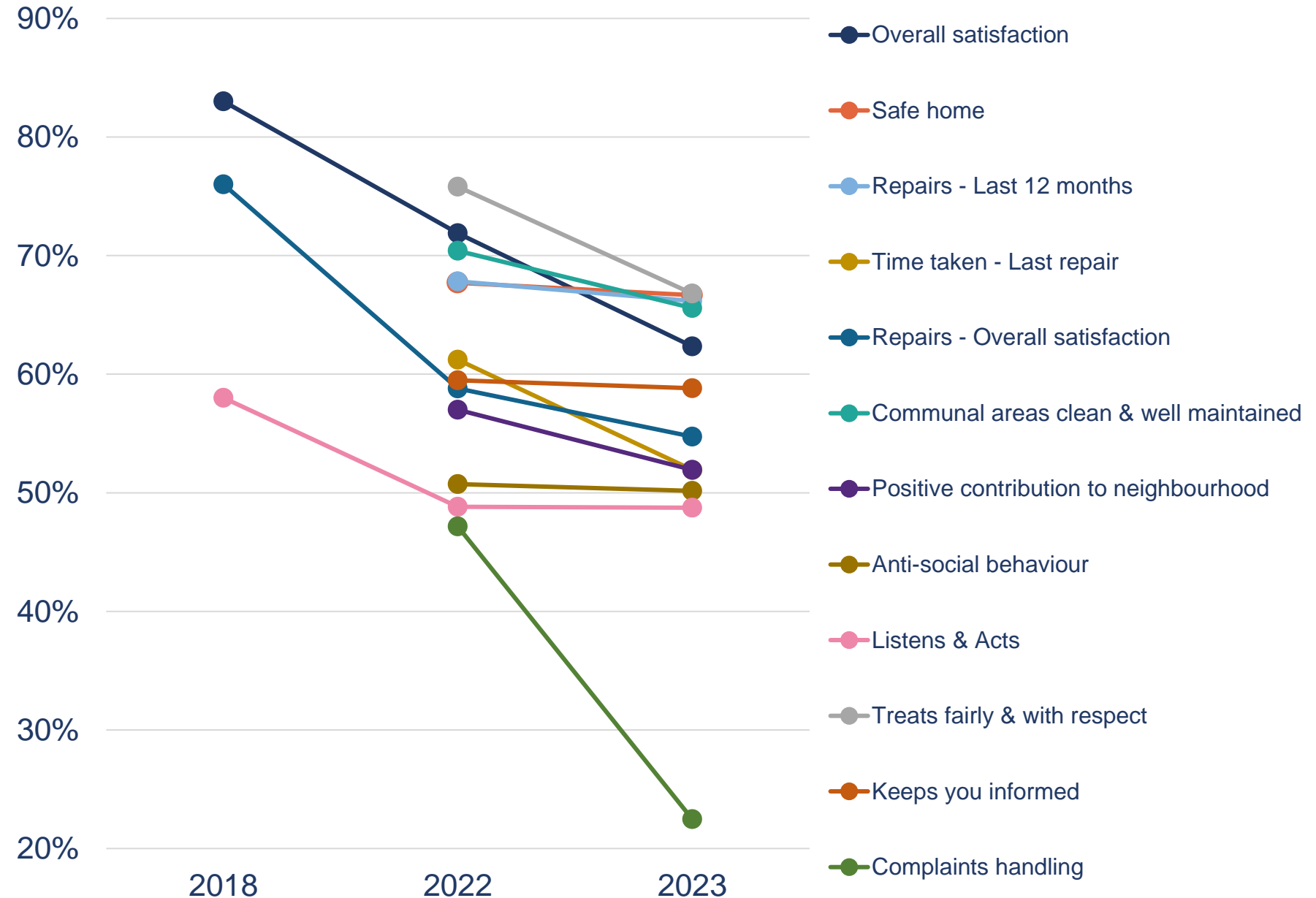
Overall satisfaction is now 62%, down by 10%. While satisfaction with the provision of a safe home, how residents are kept informed, the handling of anti-social behaviour and how residents' views are listened to and acted upon has remained stable.

There have been smaller decreases (within the margin of error), for the repairs service in the last 12 months (down 2%), the overall repairs and maintenance service (down 4%) and the cleaning and maintenance of the communal areas (down 4%).

However, 9% fewer residents are satisfied with the time taken to complete their most recent repair and that they are treated fairly and with respect.

Additionally, 25% fewer residents are satisfied with the way complaints are handled. Although the way this question is asked was changed in 2023, which appears to be having an effect across the sector.

Trend Over Time





Understanding Satisfaction



Satisfaction & Dissatisfaction

Sometimes where satisfaction is low, the remaining residents can be split between those who fall into the neutral middle ground and those that are actually dissatisfied. This difference can signal areas where residents do not have strong opinions or areas where a high percentage of residents are actually dissatisfied.

For SKDC, residents are the least satisfied with the handling of complaints (22%), that their views are listened to and acted upon (49%) and with how anti-social behaviour is dealt with (50%). Correspondingly, the highest level of dissatisfaction is for complaints handling (66%). Although this is followed by the time taken to complete the last repair (40%).

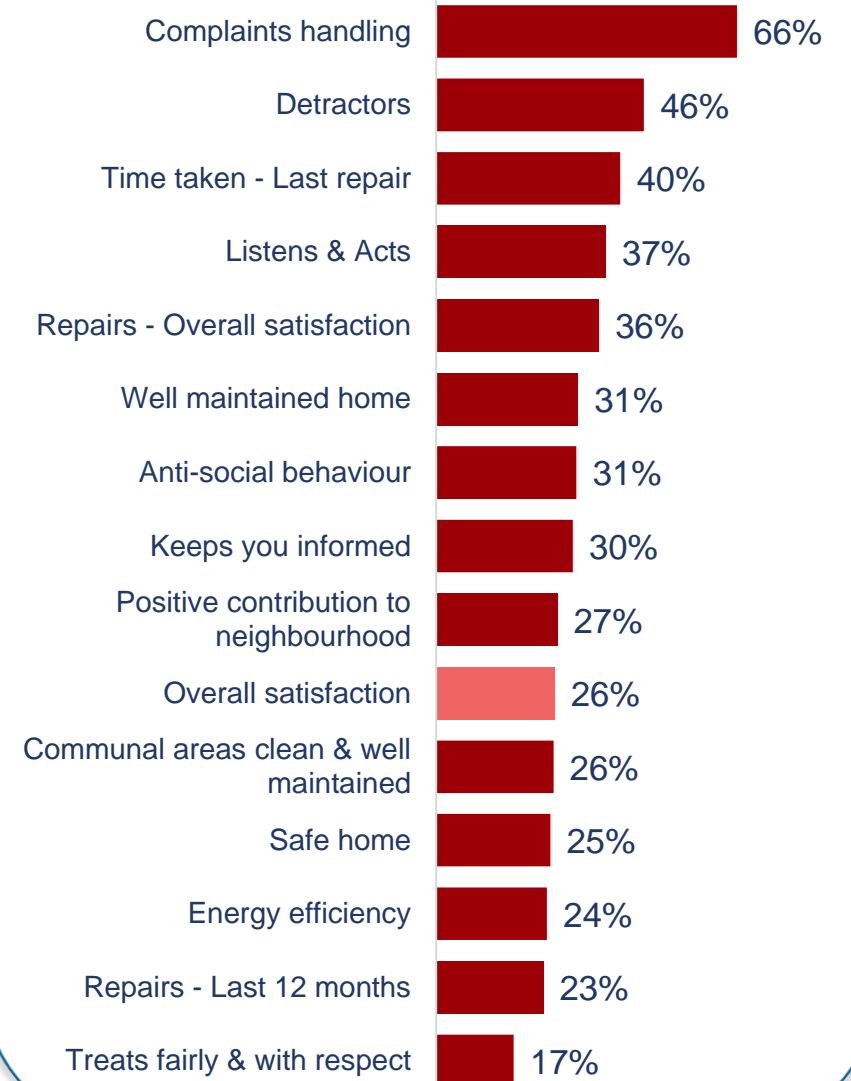
Despite just 52% of residents being satisfied with the positive contribution made by SKDC to their neighbourhood, just 27% are dissatisfied, due to 22% remaining neutral. As aforementioned, perhaps they are unaware of the contribution SKDC makes.

Residents are the most satisfied (and the least dissatisfied) that they are treated fairly and with respect.

Satisfaction with measures



Dissatisfaction with measures





The tables to the right include an analysis of all the comments received in 2023 across all open-ended questions, with positive comments displayed in green.

This shows, as might be expected, the most frequent negative comment area is the repairs service, in particular, residents referred to the timescales to complete repairs and outstanding or forgotten repairs, as well as the quality of repair work.

In addition, in 2023, customer services and contact is a key area of concern for residents. As has been demonstrated throughout this report, residents would like improvements to the customer care provided by staff, the answering of phones and returning of their contact.

Residents also commonly mentioned the condition of their properties, including problems with damp and mould, and communications and information, such as how they are listened to by the Council.

Some residents commented upon the grounds maintenance and neighbourhood problems in their area.

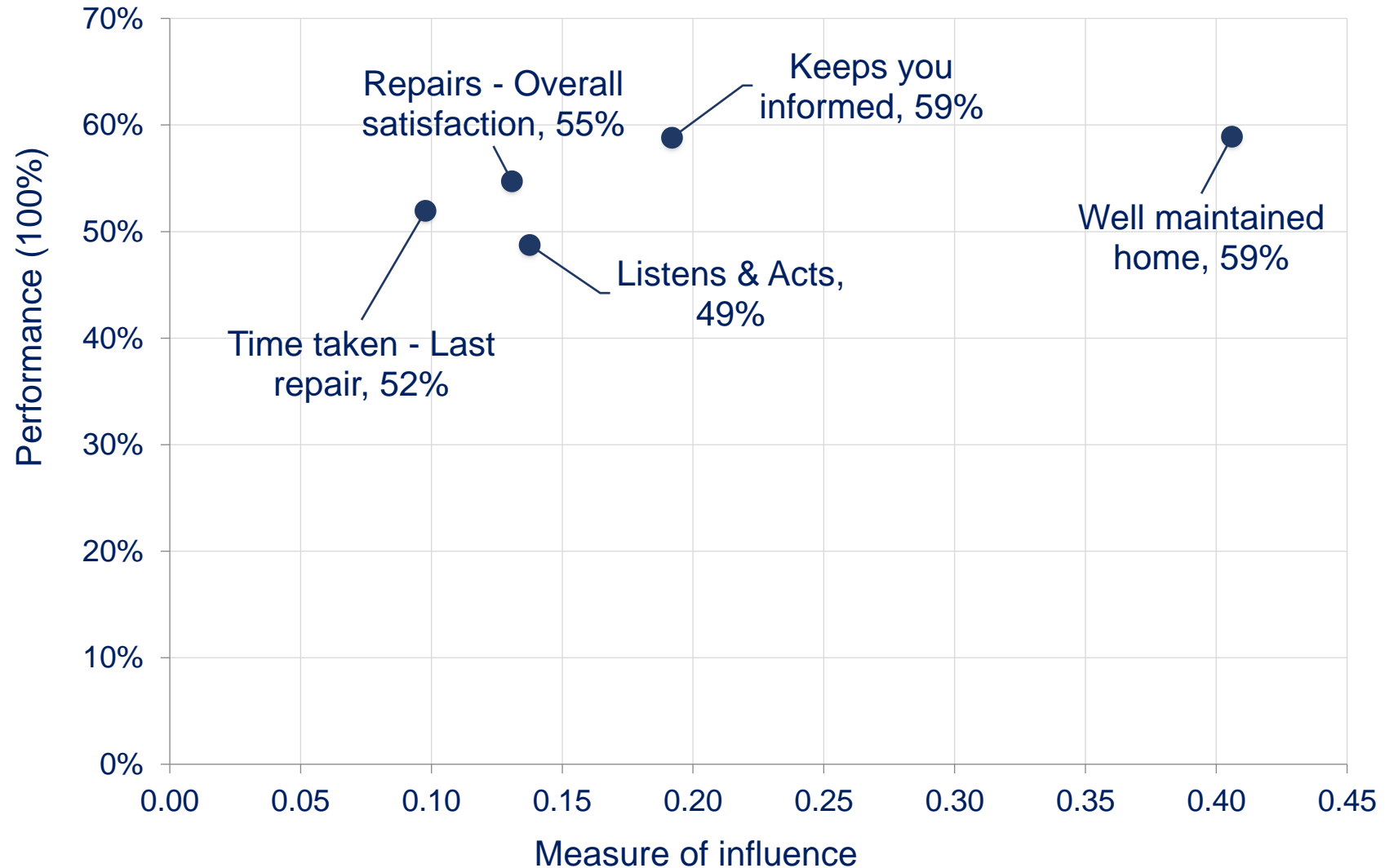
Combined Comments

Top Comment Areas	
Day-to-day repairs	42%
Customer services & contact	22%
Property condition	14%
Communications and information	11%
Home improvements	10%
Positive comments	6%
Grounds maintenance	5%
Neighbourhood problems	5%
Tenant services and management	5%
Organisational policies	4%

Hot Topics	
Day-to-day repairs - Timescales to complete repairs	22%
Day-to-day repairs - Outstanding / forgotten repairs	13%
Customer services & contact - Care, empathy, support etc	5%
Customer services & contact - Answering phones	5%
Positive comments - Generally happy, no problems	5%
Day-to-day repairs - Quality of work	5%
Property condition - Damp / mould / condensation	4%
Communications and information - Listen carefully, take interest	4%
Property condition - Condition of the property	4%
Communications and information - Communications (in general)	3%
Day-to-day repairs - Communication about repair (before work started)	3%
Customer services & contact - Return call / email	3%

Key Driver Analysis

Key Driver Analysis – Overall Satisfaction



Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for residents' overall satisfaction.

Each landlord has their own unique pattern – a roadmap which sets out what really matters to their residents and where improvements should be focused.

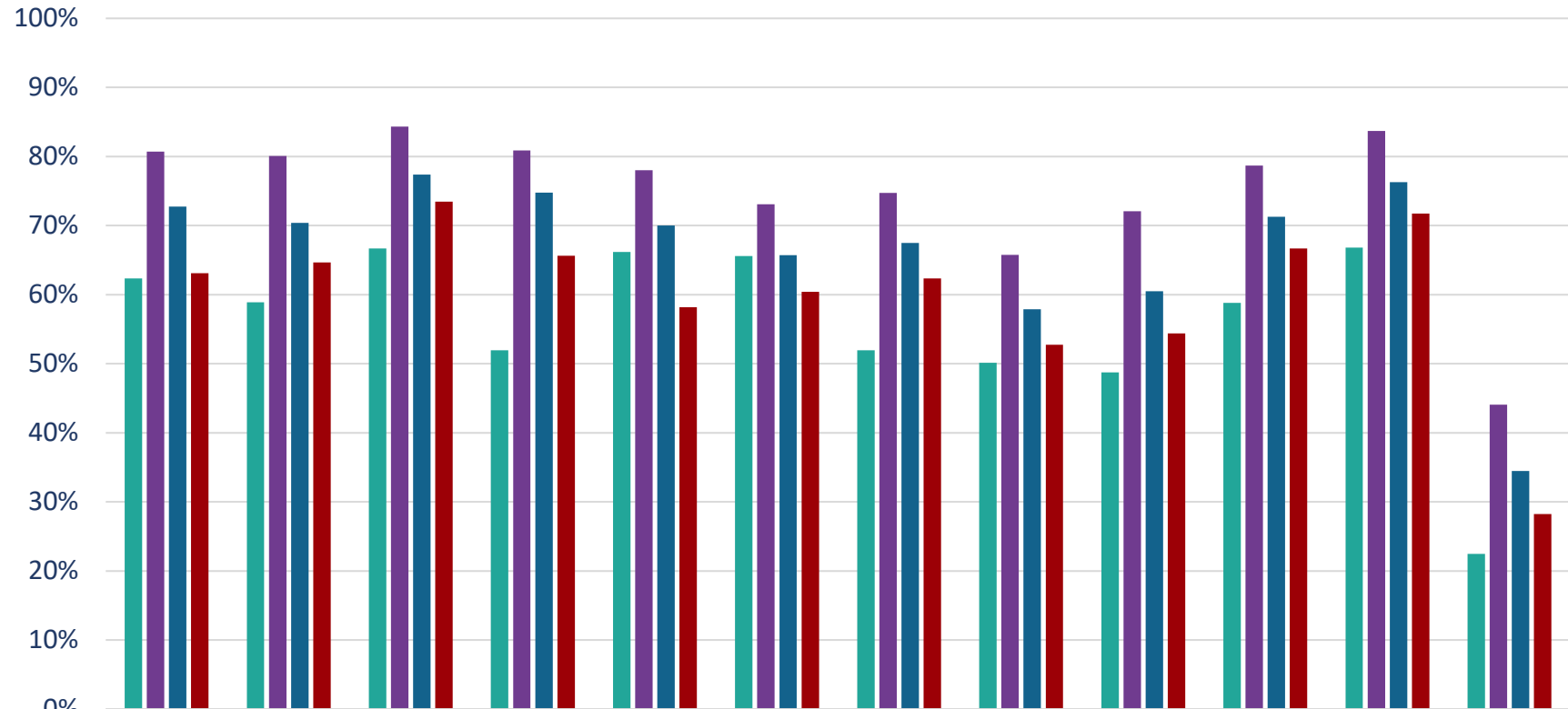
In 2023, the home being well maintained is the most important driver for residents' satisfaction with the overall service provided by SKDC. This is followed by SKDC keeping residents informed.

Also of influence, but to a lesser degree, is how views are listened to and acted upon, the overall repairs and maintenance service and the time taken to complete the last repair.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall service provided.

Benchmarking – Acuity

Satisfaction Levels - Acuity Clients Q1 23/24



	Overall satisfaction	Well maintained home	Safe home	Time taken - Last repair	Repairs - Last 12 months	Communal areas clean & well maintained	Positive contribution to neighbourhood	Anti-social behaviour	Listens & Acts	Keeps you informed	Treats fairly & with respect	Complaints handling
■ SKDC	62%	59%	67%	52%	66%	66%	52%	50%	49%	59%	67%	22%
■ Upper Quartile	81%	80%	84%	81%	78%	73%	75%	66%	72%	79%	84%	44%
■ Acuity Median	73%	70%	77%	75%	70%	66%	67%	58%	60%	71%	76%	34%
■ Lower Quartile	63%	65%	73%	66%	58%	60%	62%	53%	54%	67%	72%	28%
Quartile Position	4	4	4	4	3	3	4	4	4	4	4	4
Number of Landlords	55	49	49	49	49	49	49	53	55	49	49	50

It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions. The chart shows the quartile positions based on the results collected from Q1 2023/24.

This demonstrates that SKDC is the bottom quartile for all measures, aside from the repairs service in the last 12 months and the upkeep of the communal areas (both third quartile). On the overall services, SKDC's rating of 62% is 11% below the median for the group, while it is 23% below the median for the time taken to complete the last repair.

However, it should be remembered that the cohort of around 50 landlords varies in terms of their type, size and location. When the TSMs are reported for the first time to the Regulator next year, there will be a more comprehensive range of benchmarks and SKDC will be able to choose a peer group more in line with their own characteristics. Having said that, the comparisons are still disappointing and show that there is much to be improved.

Subgroup Differences Overview

As shown on the following pages, the results have been split down into various subgroups based on property and resident characteristics and method of survey, such as tenure, patch area, age group and number of bedrooms.

This section summarises the different responses from these various groups and attempts to find some conclusions from them.

- **Tenure** – In similar surveys, it is common that Supported Housing residents are more satisfied than their General Needs counterparts and this is the case for SKDC. It is likely that the main issue is linked to the age of the residents rather than the nature of the accommodation, although they will receive a higher level of service in the Supported Housing properties.
- **Patch/Ward** – The Council operates over six patch areas. Satisfaction is quite mixed across these different patches, although residents in The Deepings appear to be the most satisfied, with those in North and South Villages the least satisfied. In regard to the ward areas, there is no clear pattern, but it can be surmised that residents in Casewick are the most satisfied and those in Toller the least satisfied. The Council will clearly have more detailed knowledge of the area, property types and resident characteristics and it is important to understand this to see whether the differences are linked to service delivery, in which case improvements could be targeted for certain areas.
- **Age group** – It is commonly held that satisfaction increases with age, and this is the case for SKDC, with those aged over 85 the most satisfied with all of the measures in the survey. Just 25% of residents aged 25 to 34 are satisfied with the overall service provided by SKDC, compared with 91% of those aged over 85. This factor can also influence other data splits, see response method below, so the age profile should always be considered when comparing results.
- **Length of tenancy** – It is often found that new residents are satisfied with their homes and the services they receive but this tends to wain as they experience more issues, before picking up as they get older. This appears to be the case for SKDC with residents of tenancy lengths of under a year or over 20 years generally the most satisfied. While it is residents who have been with the Council for 4 to 5 years that are the least satisfied.
- **Gender** – Whilst there are far more female residents than male, they tend to be less satisfied. Whilst this is often seen at other landlords, it is far from universal, so it is not entirely clear why the differences occur. It is suggested that SKDC works with a range of residents to find out more about them to help understand what drives the differences of opinion.
- **Property type** – In regard to property type, residents in bungalows are generally more satisfied than those in houses or flats. Although, once again, age is likely a determining factor behind these results. Residents in one-bedroom properties (again more likely to be older residents), as well as those in the largest properties (four bedrooms), are the most satisfied.
- **Response method** – Around three times as many residents completed the survey with a telephone interview rather than online and these residents tend to be more satisfied, following trends seen in similar surveys. This is important to understand when designing surveys and recording responses, so what are the reasons for the differences? One theory is that of the age profile of those using the different methods, with younger residents more likely to complete a survey online. For example, just 8% of residents aged over 65 that completed the survey for SKDC did so online, with 92% responding via telephone.

Tenure

It is common in surveys of this type that older people, and those in Supported Housing accommodation, are more satisfied than their General Needs counterparts. This is the case with South Kesteven District Council, although fewer Supported Housing residents responded to the survey.

In fact, Supported Housing residents are more satisfied with all these measures, aside from the handling of complaints (2% more General Needs residents satisfied).

In regard to overall satisfaction with the service provided by SKDC, 74% of Supported Housing residents are satisfied compared with 60% of General Needs residents.

The biggest differences are for the provision of a safe home (22% more Social Housing residents satisfied) and the handling of ASB (19% more satisfied).

Whilst the NPS is still negative for Social Housing residents (-2) this is better than the General Needs score by 13 points.



	General Needs	Supported Housing
Overall satisfaction	60%	74%
Well maintained home	56%	72%
Safe home	63%	85%
Energy efficiency	62%	80%
Repairs - Last 12 months	64%	77%
Time taken - Last repair	51%	57%
Repairs - Overall satisfaction	53%	62%
Communal areas clean & well maintained	59%	76%
Positive contribution to neighbourhood	49%	63%
Anti-social behaviour	46%	65%
Listens & Acts	48%	51%
Keeps you informed	57%	67%
Treats fairly & with respect	64%	78%
Complaints handling	23%	21%
Promoters	32%	39%

Base: General Needs = 467, Supported Housing = 105

Patch

SKDC operates over six patch areas. These vary in size with the most responses received from the Grantham Town area (228) and the least from The Deepings (28). The results from each patch are shown in the table opposite.

This demonstrates that satisfaction is quite mixed across the different patches, although residents in The Deepings appear to be most satisfied, with those in North and South Villages the least satisfied.

On the overall service provided by SKDC, it is residents in Bourne Town that are the most satisfied (72%), with those in North Villages the least satisfied (58%).

Residents in The Deepings are the most satisfied with 8 of the measures, including the positive contribution made to their neighbourhood and the handling of anti-social behaviour.

It is not clear why these differences occur, but further research may help to uncover this so improvements could be made.



	Bourne Town	The Deepings	Grantham Town	North Villages	South Villages	Stamford Town
Overall satisfaction	72%	68%	59%	58%	62%	68%
Well maintained home	62%	78%	55%	58%	60%	60%
Safe home	72%	67%	66%	70%	61%	67%
Energy efficiency	76%	81%	65%	61%	43%	76%
Repairs - Last 12 months	77%	82%	64%	57%	63%	72%
Time taken - Last repair	56%	76%	49%	39%	48%	63%
Repairs - Overall satisfaction	50%	54%	53%	50%	61%	59%
Communal areas clean & well maintained	67%	71%	63%	72%	55%	68%
Positive contribution to neighbourhood	58%	70%	49%	55%	49%	51%
Anti-social behaviour	59%	65%	46%	55%	42%	54%
Listens & Acts	55%	50%	46%	44%	54%	49%
Keeps you informed	67%	70%	59%	55%	53%	60%
Treats fairly & with respect	78%	73%	63%	64%	68%	69%
Complaints handling	30%	43%	34%	6%	6%	13%
Promoters	46%	42%	29%	25%	35%	35%

Base: Bourne Town = 46, The Deepings = 28, Grantham Town = 228, North Villages = 72, South Villages = 84, Stamford Town = 114

Ward

The different areas across which SKDC operates can also be broken down into wards. The table to the right includes the results for the wards that received at least 10 responses to the survey – any fewer than this and the accuracy of the results is seriously affected.

There is a mixed picture across the various wards, but perhaps those in Casewick are the most satisfied and those in Toller the least satisfied.

Casewick residents are the most satisfied with the overall services provided (92%), with Toller residents the least satisfied (38%).

It is residents in the Isaac Newton ward that are the most satisfied with the positive contribution made to their neighbourhood and the upkeep of their communal areas.

Stamford All Saints residents are the most likely to recommend SKDC to other people (55%), with those in Loveden Heath the least likely (10%).

Although care needs to be taken when considering these results due to the small numbers involved.



	Aveland	Belvoir	Bourne Austerby	Bourne East	Bourne West	Casewick	Glen	Grantham Earlesfield	Grantham Harrowby	Grantham St Vincent's	Grantham St Wulfram's	Isaac Newton	Lincrest	Loveden Heath	Market & West Deeping	Peascliffe & Ridgeway	Stamford All Saints	Stamford St George's	Stamford St Mary's	Toller
Overall satisfaction	60%	45%	73%	74%	55%	92%	62%	56%	66%	46%	62%	74%	50%	40%	67%	74%	72%	71%	58%	38%
Well maintained home	47%	45%	70%	63%	45%	92%	54%	52%	63%	42%	62%	83%	50%	30%	76%	71%	63%	61%	55%	38%
Safe home	57%	64%	73%	74%	55%	75%	62%	61%	80%	46%	67%	79%	58%	40%	67%	85%	65%	69%	68%	31%
Energy efficiency	43%	45%	82%	78%	45%	67%	23%	55%	72%	70%	78%	56%	67%	20%	81%	76%	87%	81%	60%	8%
Repairs - Last 12 months	56%	57%	75%	85%	57%	100%	64%	55%	77%	63%	62%	64%	50%	56%	77%	63%	80%	83%	43%	64%
Time taken - Last repair	33%	14%	56%	62%	43%	57%	55%	48%	55%	33%	54%	55%	50%	44%	77%	47%	73%	59%	71%	45%
Repairs - Overall satisfaction	57%	36%	64%	52%	36%	83%	69%	46%	64%	42%	61%	78%	50%	40%	55%	62%	68%	61%	52%	38%
Communal areas clean & well maintained	50%	100%	50%	69%	50%	--	100%	51%	75%	73%	73%	100%	33%	100%	73%	82%	42%	81%	71%	100%
Positive contribution to neighbourhood	36%	40%	63%	63%	25%	75%	50%	38%	58%	56%	67%	77%	56%	57%	67%	64%	54%	56%	35%	20%
Anti-social behaviour	22%	67%	50%	67%	33%	100%	17%	40%	53%	36%	64%	63%	57%	40%	64%	50%	65%	58%	40%	29%
Listens & Acts	36%	50%	70%	61%	20%	70%	58%	42%	55%	39%	50%	82%	55%	38%	53%	45%	58%	55%	36%	36%
Keeps you informed	33%	55%	70%	75%	40%	80%	46%	52%	69%	43%	65%	79%	70%	50%	71%	53%	72%	59%	48%	42%
Treats fairly & with respect	79%	64%	64%	85%	60%	83%	67%	59%	73%	52%	63%	76%	50%	63%	68%	74%	79%	66%	66%	46%
Complaints handling	0%	50%	25%	40%	0%	0%	0%	37%	50%	17%	0%	50%	0%	0%	50%	0%	33%	17%	0%	0%
Promoters	36%	27%	45%	52%	18%	42%	50%	27%	29%	26%	47%	33%	33%	10%	48%	30%	55%	31%	23%	25%

Base: Aveland = 15, Belvoir = 11, Bourne Austerby = 11, Bourne East = 27, Bourne West = 11, Casewick = 12, Glen = 13, Grantham Earlesfield = 93, Grantham Harrowby = 84, Grantham St Vincent's = 26, Grantham St Wulfram's = 21, Isaac Newton = 19, Lincrest = 12, Loveden Heath = 10, Market & West Deeping = 21, Peascliffe & Ridgeway = 34, Stamford All Saints = 32, Stamford St George's = 49, Stamford St Mary's = 31, Toller = 13

Age Group

	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	25%	61%	57%	72%	70%	69%	81%	91%
Well maintained home	20%	49%	52%	76%	66%	70%	81%	88%
Safe home	22%	58%	59%	80%	77%	85%	89%	91%
Energy efficiency	35%	56%	65%	67%	66%	74%	80%	88%
Repairs - Last 12 months	28%	62%	71%	76%	73%	81%	80%	95%
Time taken - Last repair	23%	46%	53%	55%	60%	60%	69%	78%
Repairs - Overall satisfaction	18%	51%	55%	58%	57%	62%	72%	85%
Communal areas clean & well maintained	27%	57%	63%	75%	73%	76%	79%	86%
Positive contribution to neighbourhood	17%	46%	41%	58%	51%	72%	71%	76%
Anti-social behaviour	25%	38%	38%	51%	66%	63%	71%	87%
Listens & Acts	18%	40%	47%	62%	56%	52%	67%	70%
Keeps you informed	26%	53%	58%	65%	67%	63%	74%	84%
Treats fairly & with respect	31%	65%	61%	81%	75%	74%	81%	88%
Complaints handling	8%	17%	16%	9%	14%	47%	33%	33%
Promoters	7%	23%	31%	44%	36%	43%	43%	47%

Base: 0-24 = 9, 25-34 = 81, 35-44 = 88, 45-54 = 87, 55-59 = 55, 60-64 = 47, 65-74 = 95, 75-84 = 75, 85+ = 33, NO DATA = 2

It is often found in surveys of this kind that satisfaction generally increases with age and this is evidently the case for SKDC.

When considering the age groups that had at least 10 responses, residents aged over 85 are the most satisfied with all the measures in the survey, aside from the handling of complaints. While residents aged 25 to 34 are the least satisfied. In regard to overall satisfaction with the service provided by SKDC, 91% of residents aged over 85 are satisfied, compared with just 25% of those aged 25 to 34.

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 residents have higher expectations of what they feel services should look like.

The table quite graphically shows the variances, and it is important to be aware of the difference age can make in determining satisfaction. It also may mean that the Council needs to take a different approach to engage with younger residents.



Length of Tenancy

It may be concluded that residents who have the longest tenancies and who will, more likely be older, are more satisfied. However, whilst this is true to a point for SKDC, residents new to the Council also display some high levels of satisfaction.

On the overall services provided, 78% of residents who have been with the Council for less than a year are satisfied compared with just 53% of those of 4 to 5 years. This group are also the most satisfied with the repairs service in the last 12 months, the energy efficiency of their homes, how ASB is dealt with and that they are treated fairly and with respect.

While residents who have been with SKDC for over 20 years are the most satisfied with 8 of the measures.

It is possible that new residents are initially very pleased to have received an offer of a new home, many having been waiting for some time and often leaving poor housing circumstances. However, as time progresses and residents experience a range of issues in their homes, satisfaction tends to drop off.



	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall satisfaction	78%	57%	53%	58%	69%	71%
Well maintained home	71%	50%	52%	56%	62%	75%
Safe home	76%	59%	50%	70%	67%	82%
Energy efficiency	80%	58%	58%	60%	75%	71%
Repairs - Last 12 months	80%	60%	52%	66%	76%	75%
Time taken - Last repair	60%	47%	39%	46%	65%	60%
Repairs - Overall satisfaction	47%	46%	51%	47%	63%	69%
Communal areas clean & well maintained	80%	64%	46%	61%	71%	86%
Positive contribution to neighbourhood	54%	50%	46%	53%	51%	60%
Anti-social behaviour	86%	49%	35%	43%	55%	62%
Listens & Acts	50%	48%	43%	41%	54%	59%
Keeps you informed	67%	56%	56%	50%	63%	68%
Treats fairly & with respect	87%	61%	57%	63%	74%	74%
Complaints handling	0%	29%	0%	19%	35%	32%
Promoters	27%	35%	28%	27%	30%	45%

Base: <1 year = 18, 1-3 years = 137, 4-5 years = 66, 6-10 years = 127, 11-20 years = 128, Over 20 years = 96

Gender

It is also common in surveys of this type, that male residents are more satisfied than their female counterparts.

For SKDC, female residents outnumber male residents by around two to one but are consistently less satisfied.

In regard to overall satisfaction with the services provided, 70% of male residents are satisfied, compared with 60% of female residents. The biggest differences are for the positive contribution made to the neighbourhood (14% more male residents satisfied) and how residents' views are listened to and acted upon (13% more male residents satisfied).

It is not entirely clear why this may be the case, for example, whether female residents do not feel that the services they receive are so sympathetic to their needs. It would be useful to carry out some further research with female residents that gave permission to be contacted to find out if there is a common reason for the difference and whether service delivery should change as a result.



	F	M
Overall satisfaction	60%	70%
Well maintained home	57%	65%
Safe home	64%	74%
Energy efficiency	64%	68%
Repairs - Last 12 months	63%	76%
Time taken - Last repair	49%	61%
Repairs - Overall satisfaction	53%	60%
Communal areas clean & well maintained	62%	72%
Positive contribution to neighbourhood	48%	62%
Anti-social behaviour	49%	53%
Listens & Acts	45%	58%
Keeps you informed	57%	65%
Treats fairly & with respect	65%	72%
Complaints handling	22%	25%
Promoters	30%	41%

Base: F = 421, M = 151

Disability

The survey also found that residents with a known disability are consistently more satisfied than those without a disability.

In fact, residents with a disability are more satisfied with all of the measures in the survey.

Some 14% more residents with a disability are satisfied with the overall service provided by SKDC, while 11% more are satisfied that they are treated fairly and with respect.

Once again, it follows that older residents can be more likely to have a disability, so this should be taken into consideration when looking at these results.



	Y	N
Overall satisfaction	73%	58%
Well maintained home	68%	56%
Safe home	79%	62%
Energy efficiency	78%	60%
Repairs - Last 12 months	76%	63%
Time taken - Last repair	58%	50%
Repairs - Overall satisfaction	67%	50%
Communal areas clean & well maintained	71%	63%
Positive contribution to neighbourhood	65%	47%
Anti-social behaviour	67%	44%
Listens & Acts	55%	47%
Keeps you informed	67%	56%
Treats fairly & with respect	75%	64%
Complaints handling	30%	20%
Promoters	34%	32%

Base: Y = 153, N = 419

Property Type

The table opposite shows the results of the survey split by the main property types; flats, houses and bungalows.

Residents in the bungalows are generally the most satisfied with the services they receive. This, again, is possibly because bungalows are more likely to be occupied by older people, and as shown, these residents tend to be more satisfied.

There is no clear pattern regarding whether residents in the flats or houses are more satisfied.

In regard to overall satisfaction with the services provided, 73% of residents in the bungalows are satisfied, compared with 58% in the houses and 59% in the flats.

Some 81% of residents in the bungalows are satisfied that their homes are safe, compared with just 62% in the flats and houses.



	Flat	House	Bungalow
Overall satisfaction	59%	58%	73%
Well maintained home	53%	55%	72%
Safe home	62%	62%	81%
Energy efficiency	73%	60%	68%
Repairs - Last 12 months	62%	63%	75%
Time taken - Last repair	51%	47%	61%
Repairs - Overall satisfaction	48%	52%	66%
Communal areas clean & well maintained	60%	73%	74%
Positive contribution to neighbourhood	50%	44%	69%
Anti-social behaviour	44%	49%	59%
Listens & Acts	42%	48%	57%
Keeps you informed	54%	57%	67%
Treats fairly & with respect	66%	63%	74%
Complaints handling	21%	25%	21%
Promoters	32%	29%	41%

Base: Flat = 138, House = 285, Bungalow = 147, Bedsit = 2

Number of Bedrooms

Most properties owned by SKDC have either two or three bedrooms. Although it is residents in the one-bedroom and four-bedroom properties that are the most satisfied with the services they receive.

Once more, it may not be the number of bedrooms that is the influencing factor, but one-bedroom properties are more likely to be occupied by older people, who as shown, are more satisfied than their younger counterparts.

While residents in four-bedroom properties are the most satisfied with several of the measures in the survey, perhaps unsurprisingly they are the least satisfied with the maintenance of their homes.

Larger properties are also often harder to heat and keep warm. This is perhaps reflected in residents in three and four-bedroom properties being the least satisfied with the energy efficiency of their homes.



	1	2	3	4
Overall satisfaction	73%	61%	62%	57%
Well maintained home	66%	58%	59%	50%
Safe home	79%	66%	63%	79%
Energy efficiency	77%	68%	59%	64%
Repairs - Last 12 months	63%	68%	64%	86%
Time taken - Last repair	57%	55%	46%	71%
Repairs - Overall satisfaction	56%	54%	54%	71%
Communal areas clean & well maintained	71%	60%	78%	67%
Positive contribution to neighbourhood	59%	55%	46%	60%
Anti-social behaviour	60%	46%	51%	67%
Listens & Acts	45%	48%	50%	62%
Keeps you informed	57%	58%	59%	71%
Treats fairly & with respect	72%	66%	66%	75%
Complaints handling	14%	24%	22%	50%
Promoters	37%	35%	29%	43%

Base: 1 = 67, 2 = 271, 3 = 219, 4 = 14, 6 = 1

Response Method

	Online	Telephone
Overall satisfaction	38%	71%
Well maintained home	33%	68%
Safe home	36%	77%
Energy efficiency	40%	73%
Repairs - Last 12 months	41%	76%
Time taken - Last repair	33%	59%
Repairs - Overall satisfaction	29%	63%
Communal areas clean & well maintained	43%	76%
Positive contribution to neighbourhood	26%	61%
Anti-social behaviour	30%	60%
Listens & Acts	28%	56%
Keeps you informed	33%	67%
Treats fairly & with respect	43%	74%
Complaints handling	10%	28%
Promoters	17%	38%

Base: Online = 149, Telephone = 423

Around a quarter of the responses to the survey were made online rather than by telephone; 149 compared with 423, but residents that responded this way are consistently less satisfied.

Some of the differences are very significant, for example, 33% more residents that responded by telephone are satisfied with the overall service provided by SKDC, 41% more that their homes are safe and 35% more that their homes are well maintained.

These sorts of differences have been seen in other surveys of this type and one theory is that older people are more likely to complete the survey by telephone and younger residents online.

To test this theory, the age profile of these two groups has been analysed. This shows that of the responses received from residents over 65; 92% of these were by telephone and just 8% online.

This does need to be considered when conducting a survey of this kind but using a variety of methods does, perhaps, open up the range of likely responses.

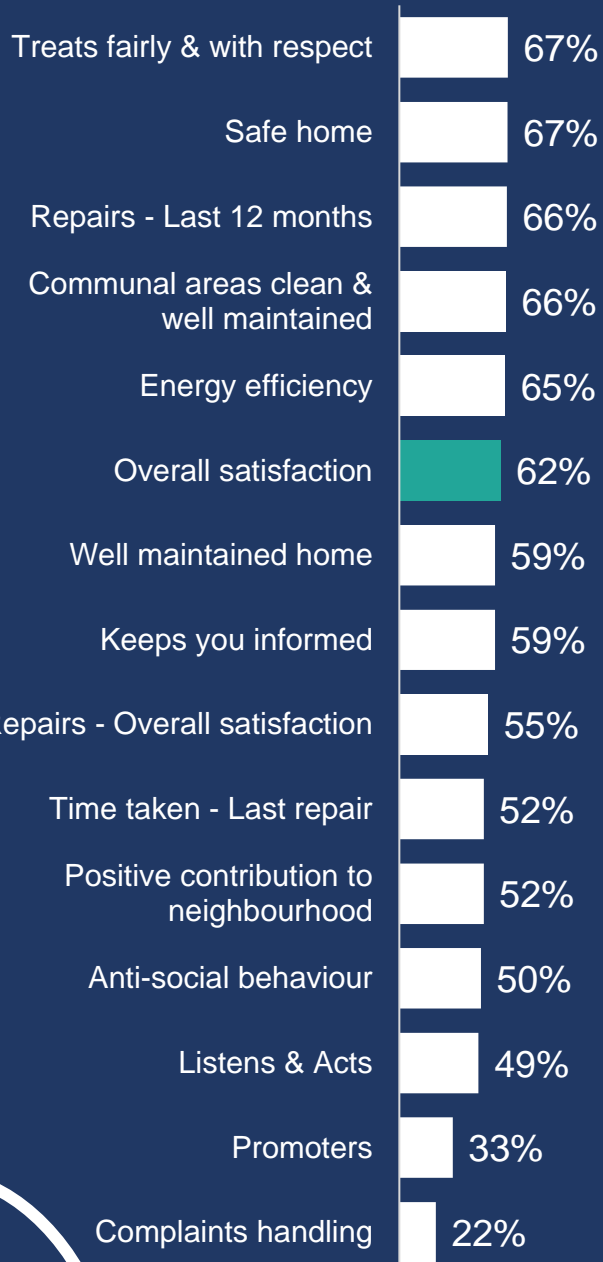




Conclusion



Satisfaction 2023



Conclusion

The survey in 2023 shows good levels of satisfaction with the services provided by SKDC, although satisfaction has either stayed the same or decreased since the previous survey in 2022.

Satisfaction: Around three-fifths of residents are satisfied with the overall service provided (62%). There are even higher levels of satisfaction for residents being treated fairly and with respect (67%), the provision of a safe home (67%), the repairs service in the last 12 months (66%), and the upkeep of communal areas (66%). On the other hand, satisfaction is lowest for the handling of complaints (22%), followed by how residents' views are listened to and acted upon (49%) and how anti-social behaviour is dealt with (50%).

Dissatisfaction: Correspondingly, the highest level of dissatisfaction is for complaints handling (66%). Although 40% of residents are dissatisfied with the time taken to complete their last repair and 36% with the overall repairs and maintenance service. No more than one-third of residents are dissatisfied with any other measure in the survey, aside from how residents' views are listened to and acted upon (37%).

Changes Over Time: Since the previous survey, satisfaction with the overall service provided has decreased by 10%. While satisfaction with the provision of a safe home, how residents are kept informed, the handling of anti-social behaviour and how residents' views are listened to and acted upon has remained stable. However, 9% fewer residents are satisfied with the time taken to complete their most recent repair and that they are treated fairly and with respect.

Key Driver Analysis: Key driver analysis found that the biggest driver of overall satisfaction is the home being well maintained, followed by SKDC keeping residents informed and listening to their views, as well as the overall repairs and maintenance service. This does emphasise the need to provide good quality and well-maintained homes.

Residents' Comments: The survey included a number of probing questions to give insight into why residents are dissatisfied and help SKDC target improvement areas. Residents are most frequently dissatisfied due to the repairs service, particularly the time taken to complete repairs and outstanding or forgotten repairs that have not been dealt with. In addition, residents would like improvements to customer service and contact, including the care, empathy and support from staff and the answering of phones.

Subgroup Analysis: The ratings have been shown broken down by a number of different sub-groups. This has demonstrated that Supported Housing residents are more satisfied than their General Needs counterparts. In addition, older residents are consistently more satisfied than younger residents. In regard to area, residents in The Deepings patch are the most satisfied, as are those in the ward of Casewick.

Recommendations

The survey reveals some areas of good performance, but it has also highlighted areas where improvements could be made.

The comments made by residents give insight into what they are most concerned about and will help South Kesteven District Council target services that may need some improvement.

Shown opposite are some recommendations that South Kesteven District Council may wish to follow up on to help improve satisfaction in the future.



How complaints are dealt with

Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. The survey now includes a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and this appears to have contributed to a general fall in satisfaction. Despite this caveat, for SKDC, just 22% of residents are satisfied, with far more dissatisfied (66%). The way complaints are handled is important so failures in service can be addressed. Residents need to feel confident that any complaint will be taken seriously and dealt with in good time. It may be worth looking at how complaints are handled at SKDC to see if any improvements in the process could be made, as well as how this process is communicated to residents.



Repairs and maintenance

The way repairs and maintenance is delivered is key for any resident and reporting a repair is the most common reason for contact with any landlord. Generally, satisfaction with SKDC's repairs service in the last 12 months is good. However, just 52% of residents are satisfied with the time taken to complete their last repair, which is one of the lowest-performing measures in the survey. Moreover, when residents were asked to expand on why they are dissatisfied with several measures in the survey, the repairs service was a common theme. In particular, residents have concerns about the time taken to complete work and outstanding or forgotten repairs that have not been dealt with, alongside the quality of repair work. Additionally, issues with damp and mould have come to the fore and 40% of residents feel they have problems in this area, which SKDC needs to address. The maintenance of the home is also the most influential driver of overall satisfaction, so it is important SKDC does what it can to make improvements in these areas.



Customer services and communications

How residents' views are listened to and acted upon is also one of the lowest-performing measures in the survey, with just 49% of residents satisfied. In addition, when asked to comment on their reasons for dissatisfaction, residents often referred to customer services and contact. Residents would like improvements around being able to get hold of people, including their calls being answered and contact being returned. In addition, some say that when they do get in touch, staff do not show them care, empathy and support, or listen carefully enough to their concerns. Trying to improve service with high call volumes can be difficult but the Council should review how calls are received and dealt with, the working of the automated phone system and how they engage with residents to establish their views.



SOUTH
KESTEVEN
DISTRICT
COUNCIL

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

For further information on this report please contact:

Denise Raine: denise.raine@arap.co.uk

Acuity

Tel: 01273 287114

Email: acuity@arap.co.uk

Address: PO Box 395, Umberleigh, EX32 2HL



Housemark

