



South Kesteven District Council

Tenant Satisfaction Measures – Summary of Approach 2024/25



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Acuity 
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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers develop and report TSMs in accordance with the guidelines set by the regulator. As part of this requirement, it is necessary for South Kesteven District Council (SKDC) to inform its customers about its approach to conducting the TSM Perception survey and collecting data.

This document details South Kesteven District Council's methodology and outlines the criteria specified in the Regulator of Social Housing's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to conduct tenant perception surveys and report performance annually as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



South Kesteven District Council works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception

measures.

In 2024/25, South Kesteven District Council completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that the level of statistical accuracy set out by the Regulator of Social Housing was met. South Kesteven District Council must ensure that they survey enough residents to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 4%.

During 2024/25, South Kesteven District Council completed 549 TSM surveys. South Kesteven District Council have 5621 properties which means that a statistical accuracy level of +/- 4.0% was achieved, which is a greater level of accuracy than required.

No leaseholders or shared owners were included in the survey sample.

Timing of Survey



South Kesteven District Council carried out a total of 549 surveys between 31st October and 29th November 2024.

Collection Method(s)



The TSM Surveys were completed via telephone (80%) and online (20%) methodologies. The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** Ensuring accessibility for all tenants, which aligns with our goal of reaching a broad and representative sample.
- ✓ **Engagement and Data Quality:** Indirect interaction online, and direct interaction over the phone tends to enhance engagement, allowing participants to answer clarifying questions and leading to more accurate and detailed responses. This is particularly valuable for nuanced satisfaction metrics.
- ✓ **Response Rates:** Using a mixed method approach maximises the robustness of our data and ensuring the results truly reflect the tenant base. Continuing to include a telephone aspect also allows South Kesteven District Council to be reactive to flags and alerts, which improves customer recovery.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Using Acuity, an independent market research agency, means that participants are free from influence from the rest of the organisation.

Sample Method



The survey was conducted using both telephone interviews using Acuity's in-house telephone team and an online survey. The aim was to complete a total of 550 surveys with 20% online and 80% by telephone interview. Just South Kesteven District Council Low Cost Rental Accommodation (LCRA) tenants were surveyed. No leaseholders or shared owners were included in the survey sample.

The telephone survey included quotas based on tenure, property type, ward and age to ensure the responses are representative of the tenant population as a whole. The survey is carefully scripted to ensure a professional and consistent process.

Survey responses are immediately shared with South Kesteven District Council, who then manage a follow up and review process which includes both responding to feedback as necessary, and analysing the feedback, to understand how we can improve.

Representativeness



Representative checks were carried out to ensure that the survey was representative of the tenant population as a whole. The characteristics by which representativeness was determined were:

Housing Type

General Needs

Sheltered

Population	Sample
82%	86%
18%	14%

North/South

Bourne Town

Deepings

Grantham Town

North Rural

South Rural

Stamford Town

Population	Sample
8%	7%
5%	4%
40%	43%
13%	12%
14%	13%
20%	21%

No. of bedrooms

1

2

3

4

6

Population	Sample
6%	11%
37%	41%
54%	46%
4%	3%
0%	0%

Length of Tenancy

A. < 1 year

B. 1 - 3 years

C. 4 - 5 years

D. 6 - 10 years

E. 11 - 20 years

F. Over 20 years

Population	Sample
4%	8%
17%	21%
12%	11%
24%	23%
25%	21%
18%	16%

Age Group

0 - 24

25 - 34

Population	Sample
2%	2%
11%	14%



35 - 44

17%

22%

45 - 54

17%

16%

55 - 59

10%

8%

60 - 64

9%

8%

65 - 74

16%

12%

75 - 84

12%

13%

85 +

5%

4%

Property Type

Bedsit

0%

0%

Bungalow

26%

24%

Flat

21%

17%

House

52%

59%

Gender

Male

32%

28%

Female

68%

72%

Trans_Gender

0%

0%

Void

0%

0%

Ethnicity

Asian/Asian British Chinese

0%

0%

Asian/Asian British Indian

0%

0%

Asian/Asian British Other

0%

0%

Black/Black British African

0%

0%

Black/Black British Caribbean

0%

0%

Black/Black British Other

0%

0%

Mixed Other

0%

0%

Mixed White and Asian

0%

0%

Mixed White and Black African

0%

0%

Mixed White and Black Caribbean

0%

0%

No Answer

1%

1%

Other

1%

1%

Other Arab

0%

0%

Ukrainian

0%

0%

White British

91%

92%



White Gypsy/Irish Traveller

0%

0%

White Irish

0%

1%

White Other

5%

5%

White Roma

0%

0%

Ward

Aveland

2%

2%

Belvoir

3%

2%

Bourne Austerby

1%

1%

Bourne East

5%

5%

Bourne West

2%

2%

Casewick

2%

2%

Castle

1%

1%

Deeping St. James

2%

2%

Dole Wood

1%

1%

Glen

2%

1%

Grantham Arnoldfield

0%

0%

Grantham Earlesfield

16%

20%

Grantham Harrowby

13%

14%

Grantham Springfield

1%

1%

Grantham St. Vincent's

5%

5%

Grantham St. Wulfram's

5%

4%

Isaac Newton

3%

3%

Lincrest

2%

1%

Loveden Heath

2%

2%

Market & West Deeping

3%

2%

Morton

1%

1%

Peascliffe & Ridgeway

5%

4%

Stamford All Saints

5%

7%

Stamford St. George's

9%

9%

Stamford St. John's

1%

1%

Stamford St. Mary's

5%

5%

Toller

2%

2%

Viking

2%

2%



Area Description

Aisby
Allington
Ancaster
Aslackby
Barholm
Barkston
Barrowby
Baston
Billingborough
Bitchfield
Boothby Pagnell
Bourne North East
Bourne North West
Bourne South East
Braceborough
Brandon
Bridge End Road/Walton Gardens
Burton Coggles
Carlby
Carlton Scroop
Castle Bytham
Caythorpe
Claypole
Colsterworth
Corby Glen
Creeton
Deeping St. James
Denton
Dowsby
Dry Doddington
Dunsby
Dyke
Earlesfield Beeden Park Area
Earlesfield Goodliffe Road Area
Earlesfield Hornsby Road Area

Population	Sample
0%	0%
0%	0%
1%	1%
0%	0%
0%	0%
1%	1%
1%	1%
1%	1%
1%	1%
0%	0%
0%	0%
5%	4%
2%	2%
1%	1%
0%	0%
0%	0%
2%	0%
0%	0%
0%	0%
1%	0%
1%	1%
1%	1%
2%	1%
1%	0%
0%	0%
2%	2%
0%	1%
0%	0%
0%	0%
0%	0%
2%	3%
7%	8%
5%	5%



Earlesfield Shaw Road Area

2%

2%

Edenham

0%

0%

Folkingham

1%

1%

Foston

0%

0%

Fulbeck

0%

0%

Gelston

0%

0%

Grantham Town Centre

5%

4%

Great Gonerby

3%

2%

Great Ponton

1%

1%

Greatford

0%

0%

Gunby

0%

0%

Haconby

0%

0%

Harlaxton

0%

0%

Harrowby Lane North

7%

9%

Harrowby Lane South

9%

9%

Honington

0%

0%

Horbling

1%

1%

Hough-on-the-Hill

0%

0%

Ingoldsby

0%

0%

Kirkby Underwood

0%

0%

Langtoft

0%

1%

Lenton

0%

0%

Little Bytham

0%

0%

Long Bennington

1%

1%

Market Deeping

3%

1%

Marston

0%

0%

Morton

1%

1%

Normanton

0%

0%

North Witham

0%

0%

NULL

0%

0%

Old Earlesfield

1%

2%

Old Somerby

0%

0%

Orchard Close Gonerby Hill Foot

0%

0%

Pickworth

0%

0%

Pointon

0%

1%

Rippingale

1%

1%



Ropsley	1%	1%
Skillington	0%	1%
South Witham	1%	1%
Stainby	0%	0%
Stamford North	17%	18%
Stamford South	2%	2%
Stamford West	2%	2%
Stubton	0%	0%
Sudbrook	0%	0%
Swayfield	0%	0%
Swinstead	0%	1%
Tallington	0%	0%
Thurlby	1%	1%
Twenty	0%	0%
Uffington	0%	0%
Welby	0%	0%
West Deeping	0%	0%
Westborough	0%	0%
Witham-on-the-Hill	0%	0%
Woolsthorpe	1%	1%



Questionnaire and Introductory Text



Hello is that [Respondent Name],

My name is [Interviewer Name] and I'm calling on behalf of [Organisation Name] from an independent research agency called Acuity. We are carrying out short satisfaction surveys with [description] to find out how satisfied you are with your home and the services you receive from them. Would you be able to spare [Survey Length] minutes to go through the survey with me now? IF NO ASK; can I call back at another time?

No appointments after [Project End Date]

IVR READ OUT: The survey will be used to calculate tenant satisfaction measures to be published by [Organisation Name] and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [Organisation Name] by email [Email Address] or by phone [Telephone Number].

NB: Data sharing if challenged – “Your landlord will, from time to time, share your personal data with third parties for “legitimate interests”. This could be transferring it to repairs contractors to carry out repairs or for research purposes such as this, to ensure they are giving the best service possible. When signing your application form or agreement, you are automatically included in this legitimate interest clause which can also be found in the data privacy statement on your landlord's website. You can however opt out of this by contacting your landlord. If you are not happy that your landlord has passed your details to us and would rather we did not contact you again, we can remove your details from system and flag this back to your landlord. I however urge you to contact them to request your details are not shared with other parties.”



Label	Question text	Rating scale
Overall Satisfaction	Taking everything into account, how satisfied or dissatisfied are you with the service provided by South Kesteven Council Housing Services?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Well Maintained Home	How satisfied or dissatisfied are you that South Kesteven Council Housing Services provides a home that is well maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Safe Home	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that South Kesteven Council Housing Services provides a home that is safe?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Communal Areas?	Do you live in a building with communal areas, either inside or outside, that South Kesteven Council Housing Services is responsible for maintaining?	Yes, No, Don't know
Communal Area Satisfaction	How satisfied or dissatisfied are you that South Kesteven Council Housing Services keeps these communal areas clean and well-maintained?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Home or Communal Safe Well Maintained Comments	If you do not feel that your home (and / or communal areas) are safe and/or well maintained, please can you explain why and suggest what could be improved?	Open Ended
Repairs in Last12 Months?	Has South Kesteven Council Housing Services carried out a repair to your home in the last 12 months?	Yes, No
Repairs Last 12 Months Satisfaction	How satisfied or dissatisfied are you with the overall repairs service from South Kesteven Council Housing Services over the last 12 months?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Time Taken Repairs	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
Overall Repairs	How satisfied or dissatisfied are you with the way South Kesteven Council Housing Services deals with repairs and maintenance?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Repairs Comments	If you are not satisfied with how South Kesteven Council Housing Services deals with repairs and maintenance, please could you explain the reason why?	Open Ended
Listens and Acts	How satisfied or dissatisfied are you that South Kesteven Council Housing Services listens to your views and acts upon them?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Keeps you Informed	How satisfied or dissatisfied are you that South Kesteven Council Housing Services keeps you informed about things that matter to you?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Fairly and with Respect	To what extent do you agree or disagree with the following 'South Kesteven Council Housing Services treats me fairly and with respect'?	Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree, Not applicable / Don't know
Easy To Deal With	How satisfied or dissatisfied are you that South Kesteven Council Housing Services is easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied



Easy to Deal with Negative Comments	If you are not satisfied that South Kesteven Council Housing Services are easy to deal with, please provide more information and what could South Kesteven Council Housing Services improve.	Open Ended
Contribution To Neighbourhood	How satisfied or dissatisfied are you that South Kesteven Council Housing Services makes a positive contribution to your neighbourhood?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
Approach to ASB	How satisfied or dissatisfied are you with South Kesteven Council Housing Services 's approach to handling anti-social behaviour?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable / Don't know
ASB Neighbourhood Comments	If you are not satisfied with how South Kesteven Council Housing Services deals with anti-social behaviour or with their contribution to your neighbourhood, please provide more information and what South Kesteven Council Housing Services could improve.	Open Ended
Complaints in Last 12 Months?	Have you made a complaint to South Kesteven Council Housing Services in the last 12 months?	Yes, No
Complaints Handling	How satisfied or dissatisfied are you with South Kesteven Council Housing Services's approach to complaints handling?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Complaints Comments	If you are not satisfied with how South Kesteven Council Housing Services handled your complaint, please provide more information and how South Kesteven District Council Housing Services could improve how it handles complaints	Open Ended
NPS	How likely would you be to recommend South Kesteven Council Housing Services to other people on a scale of 0 - 10, where 0 is not at all likely and 10 is extremely likely?	10 - Very likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not very likely at all
One Thing Improve	If South Kesteven Council Housing Services could do ONE thing to improve its services, what would you like it to be?	Open Ended
Cost of Living	How concerned are you about the cost of living crisis for you personally?	Not at all concerned, Slightly concerned, Very concerned, Prefer not to say
Permission 1	The results of this survey are confidential. However, would you be happy for us to give your responses to South Kesteven Council Housing Services with your name attached so that they have better information to help them improve services?	Yes, No
Permission 2	Would you be happy for South Kesteven Council Housing Services to contact you to follow up any of the comments or issues you have raised?	Yes, No

