



Broxtowe
Borough
COUNCIL

Broxtowe Borough Council TSM Survey

2024 Report

February 2024

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Acuity 
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Introduction

Broxtowe Borough Council is based in the county of Nottinghamshire and owns around 4,400 properties.

Acuity has been commissioned to undertake an independent satisfaction survey of the tenants of Broxtowe Borough Council 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 became mandatory to collect from April 2023 and are due to be reported for the first-time in 2024.

The survey was conducted using a mixed mode approach. Initially letters were sent out with a link to complete the survey online, with postal questionnaires were sent to those wishing to use this approach. Finally, a telephone booster survey was completed. The survey closed on 20 January 2024 and a total of 1,153 responses were received (373 online, 579 by post and 201 by telephone interview).

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with between 2,500 and 9,999 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. For Broxtowe Borough Council, 1,153 responses were received, and this response is high enough to conclude that the findings are accurate to within $\pm 2.5\%$, so well within the required margin of error.

The survey results were checked for representativeness by housing tenure, management area and age to ensure that the respondents to the survey closely match those of the whole tenant population. And, as there was a close match there was no need to weight the survey results.

The survey is confidential, and the results are sent back to Broxtowe Borough Council anonymised unless tenants give their permission to be identified – 91% of tenants did give permission to share their name all these tenants are happy for Broxtowe Borough Council to contact them to discuss any issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Broxtowe Borough Council to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Evidence the requirement for business improvement plans
- Report to the regulator from April 2024 onwards.

Most figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the results file to the nearest whole number, and for this reason, may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together.



66%

Overall Satisfaction

Two-thirds of tenants are satisfied with the overall satisfaction provided by the Council, and this is one of the highest ratings of the questions in the survey, with just the repairs service in the last 12 months (71%) and the provision of a safe home (69%) above this.

Three measures received satisfaction levels below 50%, these being the way anti-social behaviour is dealt with (49%), listening to views and acts upon them (48%) and handling complaints (25%).

The following pages will show how this compares with previous surveys, where questions match, against other landlords using the TSMs and the comments made by tenants will help provide some insight into what is driving satisfaction and what may be in need of improvement.

Key Metrics Summary 2024



66% Well maintained home



49% Anti-social behaviour



69% Safe home



58% Easy to deal with



71% Repairs - Last 12 months



48% Listens & Acts



63% Time taken - Last repair



57% Keeps you informed



62% Communal areas clean & well maintained



65% Treats fairly & with respect



56% Positive contribution to neighbourhood



25% Complaints handling

National Context

The results from the survey have fallen since the previous survey in 2021, but is this to do with Broxtowe Borough Council's performance or other factors?

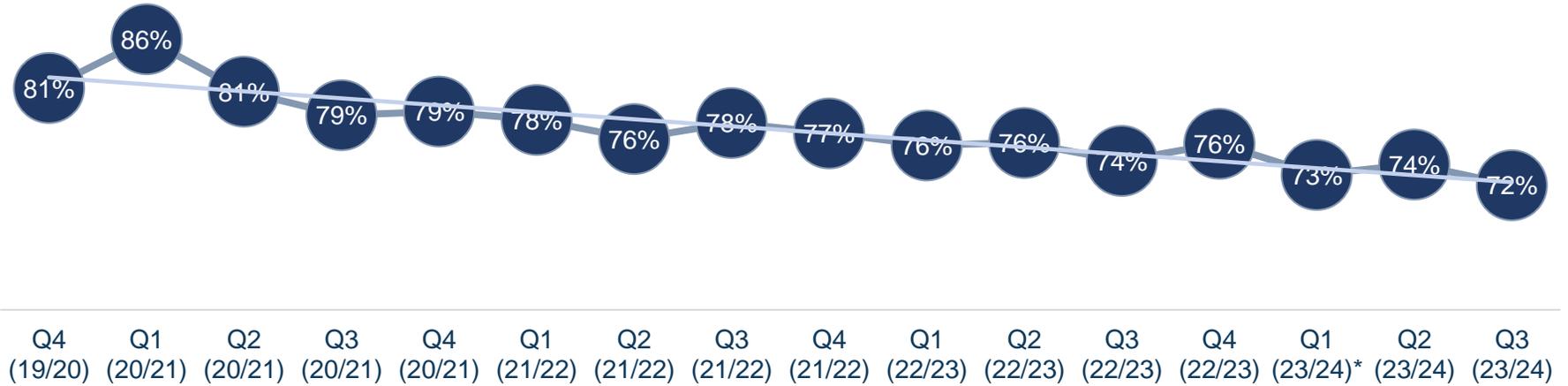
When considering the results, it is important that the national context and external factors should also be considered. For example:

- Cost of Living Crisis, rising poverty and reduced local authority funding
- 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 with a peak in 2015/16 and a slow decline since, this starting before the disruption caused by the pandemic.

Overall Services (Acuity Clients)



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



*LCRA only onwards



Overall Satisfaction

Firstly, tenants were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broxtowe Borough Council?” This is the key metric in any tenant perception survey.

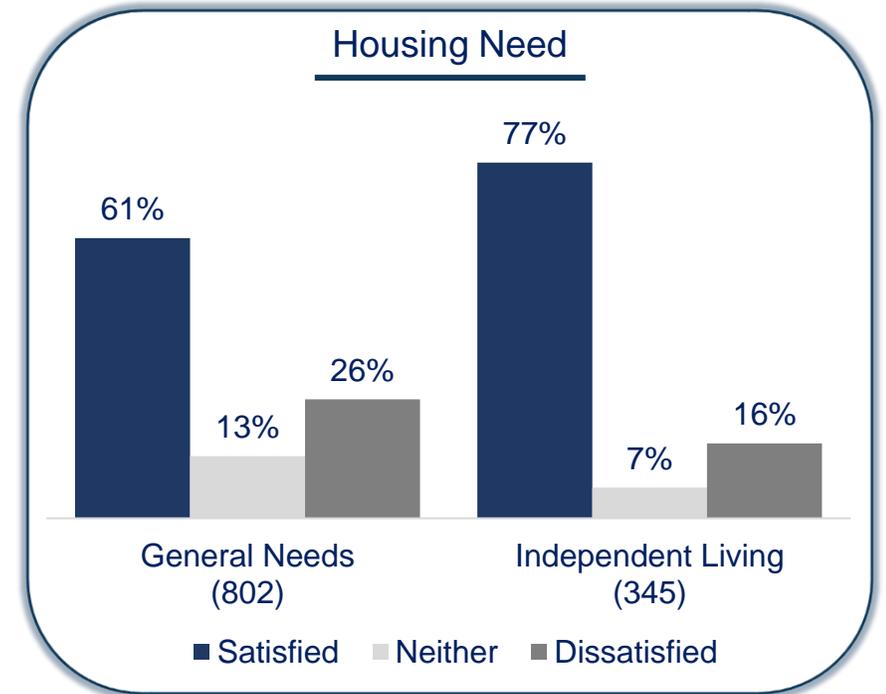
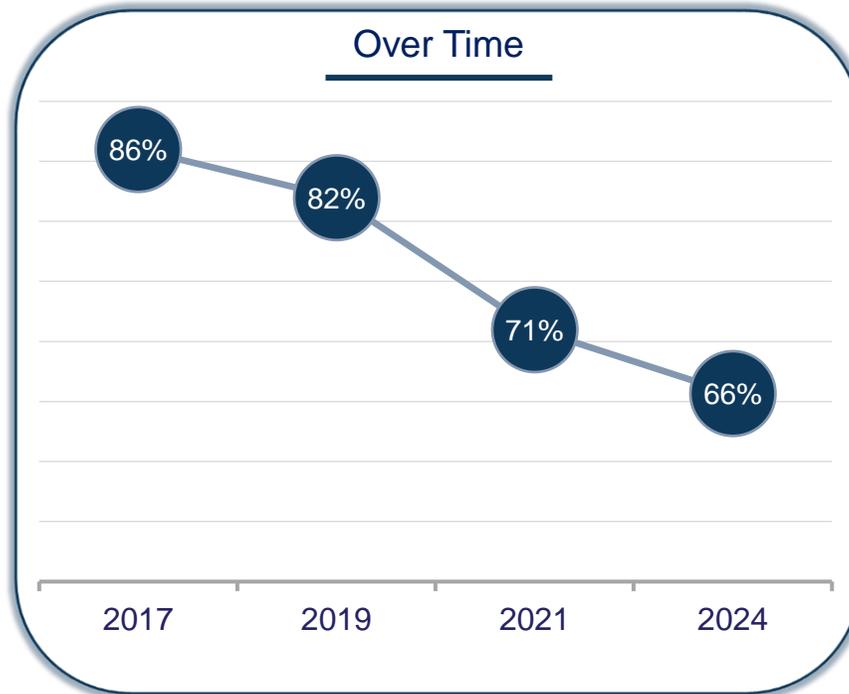
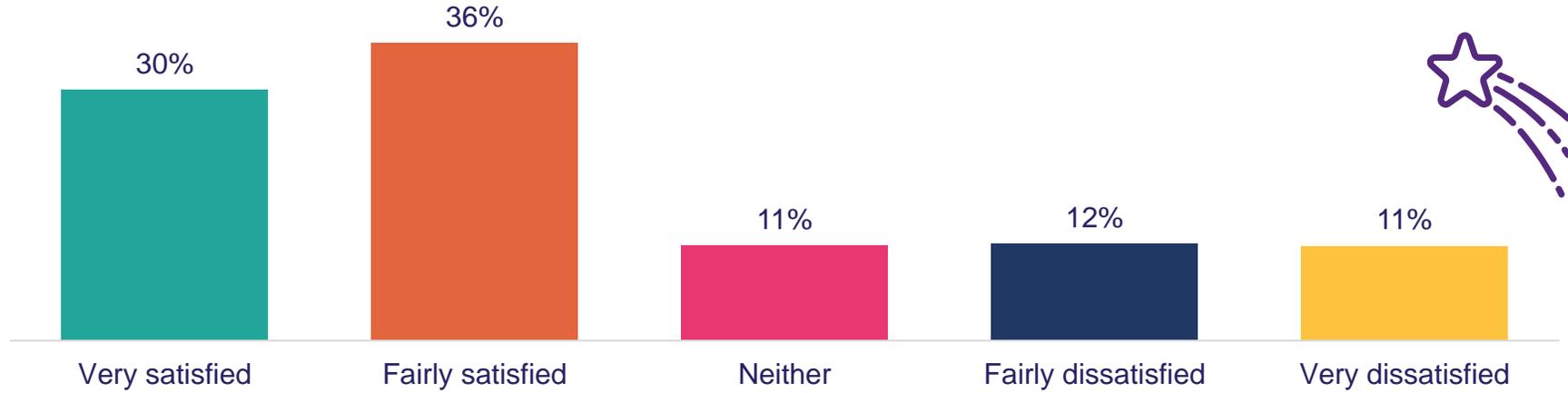
Two-thirds of tenants are satisfied (66%), although fewer are very satisfied (30%) than fairly satisfied (36%). There are 23% of tenants dissatisfied, with the remaining 11% neither satisfied nor dissatisfied.

The Council undertook satisfaction surveys in 2017, 2019 and 2021, many of the questions in the new survey will not match those used previously. However, when comparing overall satisfaction in 2023/24 with the last survey in 2021, satisfaction has fallen by 5 percentage points (p.p). Later in the report will show how this compares with other landlords in the social housing sector.

It is common that older tenants in independent living accommodation are more satisfied than general needs tenants, and that is the case with Broxtowe, 77% compared with 61%. Correspondingly, more general needs tenants are dissatisfied.

The main body of the report focuses on high level scores, towards the end of the report a section entitled ‘Understand satisfaction’ explores the differences by tenure, tenant demographics, length of tenure and management area breakdowns.

Overall Satisfaction





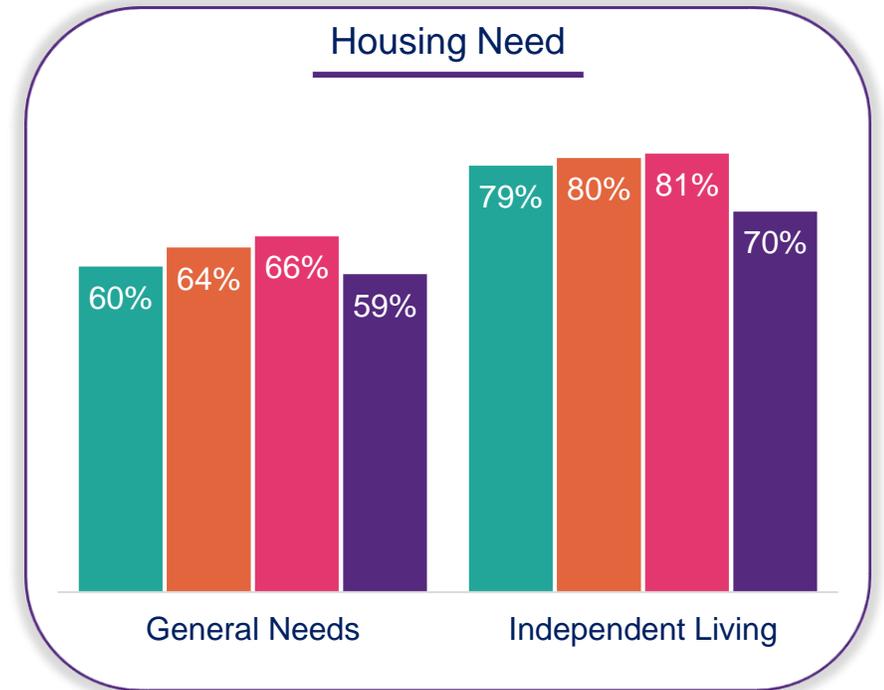
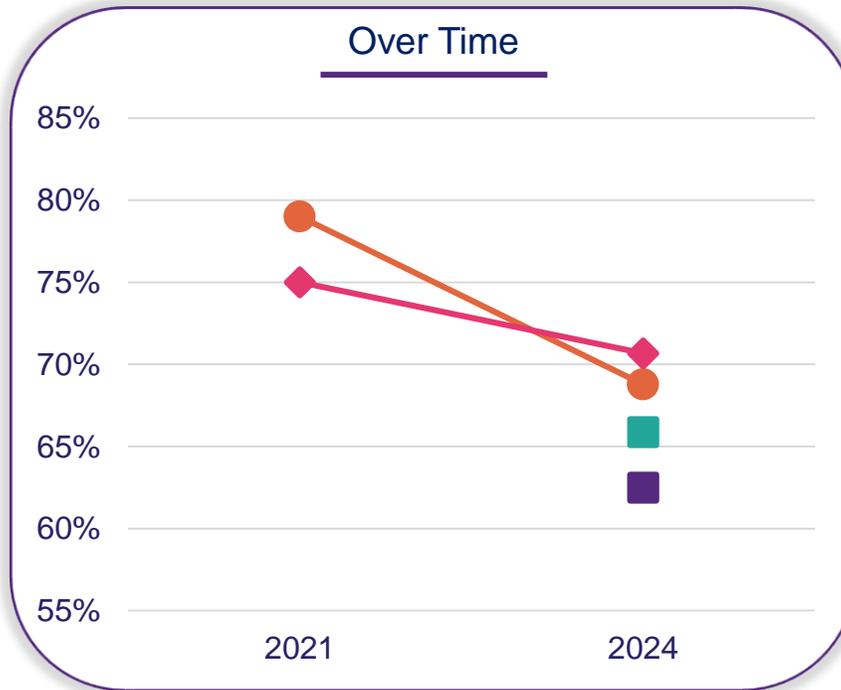
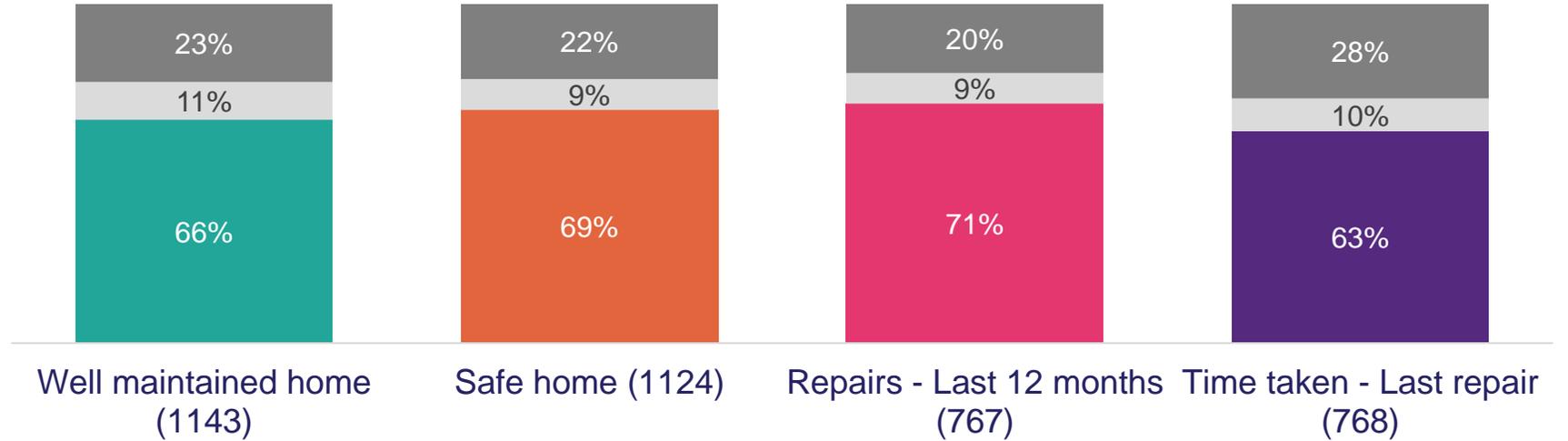
Keeping Properties in Good Repair

Keeping Properties in Good Repair

Two-thirds of tenants are satisfied that their home is well-maintained, although 23% are dissatisfied. It is usual that a few more are satisfied that their home is safe, and that is the case here where 69% are satisfied. Previously, the survey asked tenants if they felt their home was safe and secure and 79% felt it was, whilst the question is a little different, satisfaction has fallen by 10p.p. In addition, a fifth of tenants remain dissatisfied.

Seven out of ten tenants (69%) had a repair carried out by the Council to their home in the last 12 months, and of these, 71% are satisfied, although this is down 4p.p since 2021. Fewer are satisfied with the time to complete their most recent repair, a common pattern, and 28% are dissatisfied with this. As will be shown below, the timescales for completing repairs is a common complaint.

Again, independent living residents are more satisfied with their home and the repairs service than the general needs tenants.



Comments – Home or Communal Areas

Tenants not satisfied with their homes or communal areas were asked to explain why and what could be done to improve this, and 379 tenants provided comments.

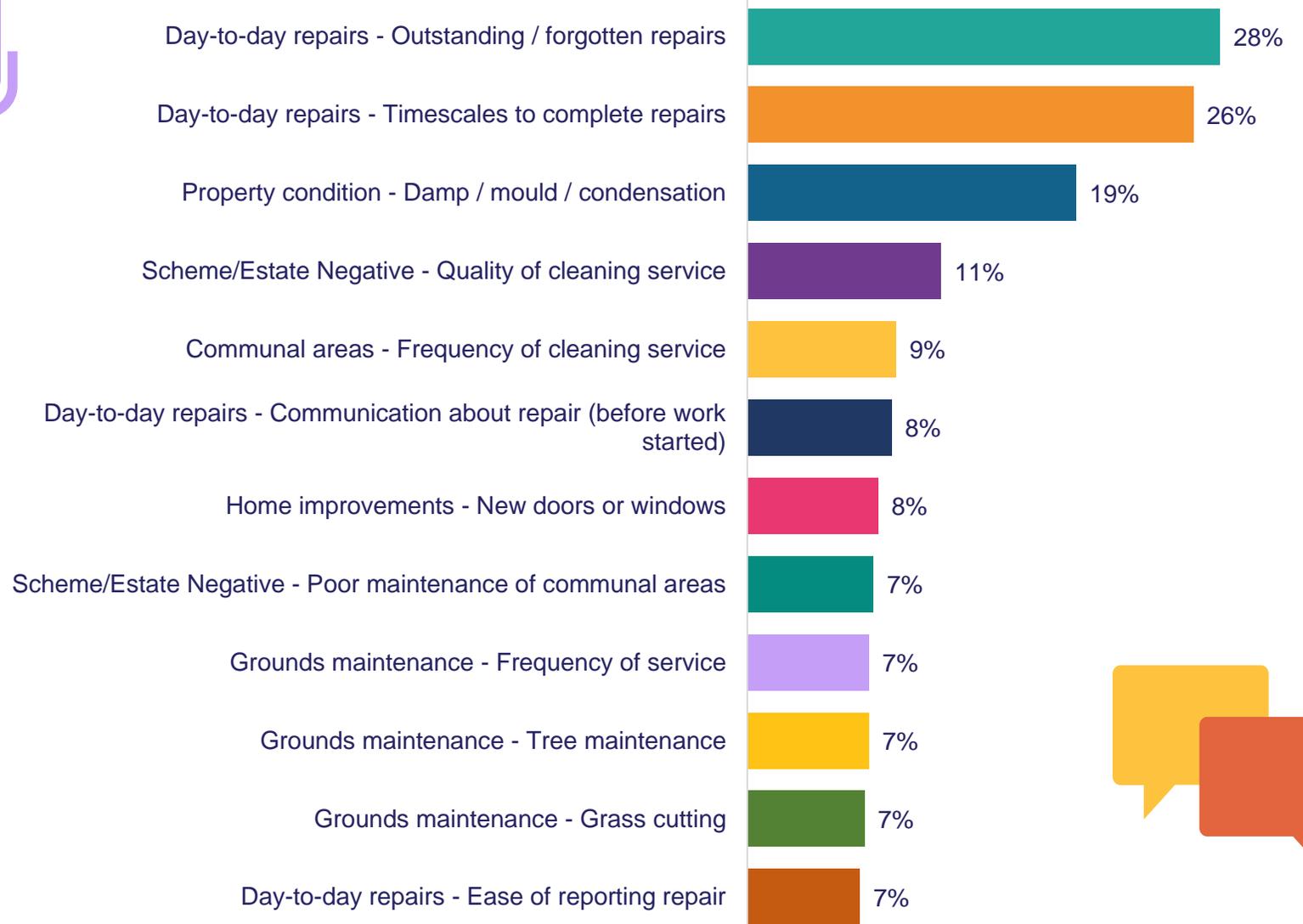
The main issues raised by tenants are repairs which are outstanding or appear to have been forgotten, and the timescales for completing repairs.

These are common issues and are faced by many other social landlords.

There are some suffering from damp and mould in their homes, whilst the frequency and quality of the cleaning service also attracts some comment.

Other comments cover further repairs issues such as the communication around the repair and the ease of reporting as well as the grounds maintenance service.

The next slide shows some of these comments, to give a flavour of how tenants feel about their homes and their communal areas. These should also help the Council target areas in need of improvement.



Number of respondents: 379



Home or Communal Areas – Comments

Day-to-day repairs – Outstanding/forgotten repairs

“They could do the outstanding repairs and inform us as they are doing them.”

“I am satisfied with my home, but repairs don’t appear to be done on the outside of the building, affecting some of my neighbours.”

“Broxtowe Council used to be very good. But now nobody answers the phone, so repairs are not done. In fact, people who work in Beaseston Office don’t answer the phone, so repairs are not maintained.”

“I am constantly waiting for outstanding repairs to be done. The back door frame is warped and needs replacing. They took a long time to treat the mould and damp, but it has come back. I need ventilation in the porch. There are cracks around the bedroom window frame. These repairs need doing.”

“When I first moved in no hot water and window vents were sellotaped up, toilet was leaking, under sink was leaking, don’t have living room door, my bathroom floods.”

Day-to-day repairs – Timescales to complete repairs

“Broxtowe could get things repaired faster then making you wait six weeks or more.”

“Takes ages to get anything fixed or looked at.”

“Getting repairs done when they have reported, not a year wait, for windows and the other jobs.”

“Reported repairs in 2021 still waiting for repairs to be done the service is diabolical.”

“Quicker repairs when reported,. Road on our street has deep potholes. Increases in rent and council tax but getting less services.”

“Faster response to repair reports and better communication when there are delays.”

“Repairs are an ongoing problem it took 2 years to fix my kitchen ceiling. Repairs are shoddy. Sometimes taking multiple attempts or fix. Appointments are not kept. Reporting a repair is difficult. Repair requests are ignored.”

“Speed up maintenance for old people.”

Communal area maintenance

“Nobody cleans the staircase The area near the garbage bins is also neglected.”

“Outside areas look scruffy sometimes because people deposit unwanted items close by the recycling bins and the grass area around property. Should be given more attention.”

“The entrances are not maintained at all both entrances are a mess - not looked after at all.”

“No one cleans the communal stairwell. I clean my landing occasionally but no one else does so it gets dirty really quickly.”

“Communal stairs and walkways do not have a cleaner anymore and it shows.”

“The communal areas are dirty & they are not cleaned.”

“Large amounts of rubbish left around the bin shed. Absolutely disgusting - Addicts urinate and poo on the steps to my property. These are never cleaned, and my daughter has to walk past this everyday - Alcohol bottles and cans left on the stairs.”

Other issues

“Improving the quality of cleaning of common areas.”

“Trees make terrible mess on forecourt, and we are not able to sweep it up its a disgrace.”

“That the property is not well maintained and also the outside areas are not well maintained.”

“We pay for outside grass cutting, path edging etc , grass is supposed to be cut every 10 days during the growing season. Its now down to every 2 months (grass cutting) path edging not done.”

“Stairways outside walks not cleaned or swept very often. Residents’ car park not always accessible due to shoppers, cars not belonging to this living area.”

“Started to pay a weekly service charge yet have only seen the communal area cleaned once in a year.”

“Because the place is surrounded be drug users and there is mould in my house.”

Comments – Dissatisfaction with Repairs

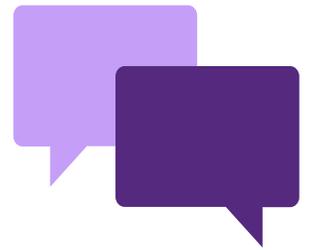
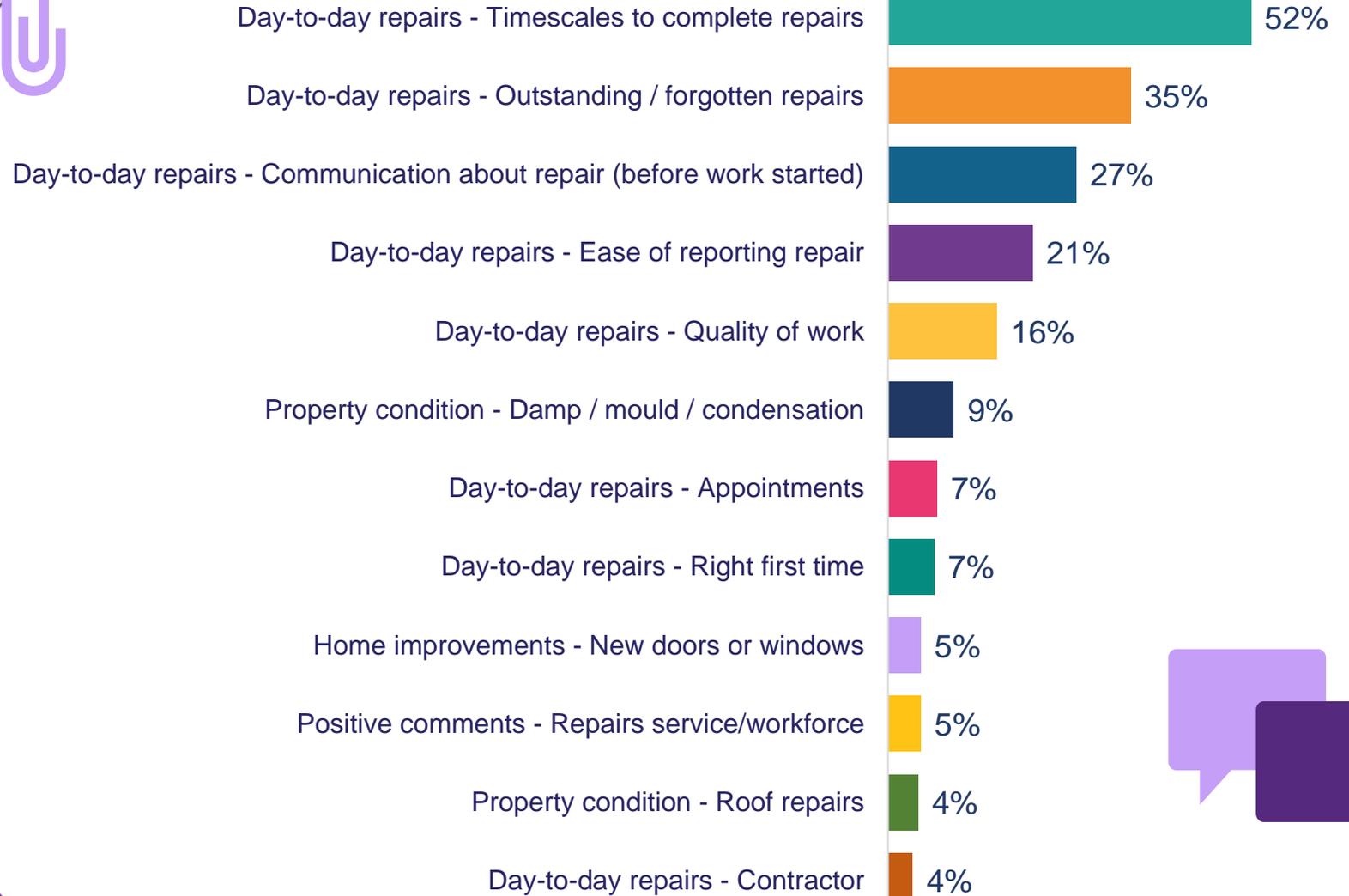
Tenants not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, and 257 tenants gave comments.

Tenants most frequently referred to the timescales to complete repairs and outstanding or forgotten repairs. These are also common areas of concern for other social landlords, which may be due to some landlords still trying to catch up after the pandemic, as well as being faced with issues around increased costs and shortages of labour and materials. In addition, expectations about times to complete work can be high and difficult to match. We now live in a society where items can be ordered and delivered the next day, but it is virtually impossible to operate a repairs service on this basis.

Therefore, it is vital that Broxtowe Borough Council keeps tenants clearly informed about repair schedules and how long they can expect to wait, with updates if this changes.

Tenants also commented upon the communications about the repair, reporting and the quality of work, whilst some have issues with damp and mould in their homes.

Overleaf has examples of the main areas of concern to help better understand the issues that some have with the repairs service.



Number of respondents: 257

Dissatisfaction with Repairs – Comments

Day-to-day repairs – Timescales to complete repairs

“It took three months to actually get someone out after moving in, just left in limbo.”

“We were waiting for about 2 months for tap sink repair when in the meantime water was quickly running from the sink. We have reported twice already the entrance door problems, and we are still waiting.”

“Get repairs done quicker. I’ve had rain coming through the ceiling since June. It’s been left so long that there’s a hole in ceiling as big as a tennis ball, and plaster keeps falling down.”

“Originally repair raised early part 2022 but told not to be completed till 2024.”

“Timescale for repairs, I understand that things happen, and they use outside contractors but if you are maintaining properties, you still need to take into account how it affects each individual.”

“Take too long in arranging and when they turn up, they tell me what they are going to do but don’t do it.”

Day-to-day repairs – Outstanding/forgotten repairs

“They have not resolved my issues and I have extreme mould and damp.”

“Recently my guttering on my bungalow was repaired but it was not fixed back together with it still leaking, hope it is done before the icy weather.”

“They should have come back to check something re the electrics, but they have not been back. The repair is still outstanding (bathroom light not working)”

“We have rung a couple of times about outstanding repairs and they have not got back to us.”

“Still waiting for the chimney to be painted and weather strip on chimney sealed, still leaks in living room.”

“They need to do the repairs. When you call, they should take notes and log the repair so there is a record.”

“Just listen to the customer, listen to what the problems are and understand but they are not and when we report serious repairs, they need to get onto it.”

Day-to-day repairs – Other issues

“Again, its more to do with communication - I believe people understand that circumstances can’t always be helped i.e. change of times or dates etc. but sometimes just being notified would be appreciated.”

“Appointments was missed, and no one let me no or an explanation why. works not carried out for a long time. Had to go through housing disrepair claim to get anywhere then still was a long time and overall stressful process.”

“The quality of internal work needs to be improved so as not to redo what employees do.”

“Try to cut corners to save money, but in the long run it cost more as job then has to be done again but correctly.”

“Difficult to get in touch with them, can be on hold for a long time with no answer until you give up.”

“Getting through is the major problem.”

“Called and get no answer, left messages to be called back still nothing.”

Other matters

“I would like to be kept in the loop. I need them to change the back door. It has gaps and its warped.”

“Emails are ignored phone calls, fall on deaf ears.”

“Be more easily available to respond to queries or complaints by phone or email.”

“Listen to tenants and look after the properties like they are supposed to.”

“Sort the windows out and mould in the kitchen cupboards.”

“Damp proofing wall damp inside.”

“More attention should be paid to senior citizens homes. e.g. a yearly check on guttering, gardens.”

“Every room needs plastering, my back door is falling off. My attic is full of cement, it fell in when they fitted a new roof on. All the insulation is flattened by the stuff that fell in.”

“It is getting better now we got a new repairs manager.”



Responsible Neighbourhood Management

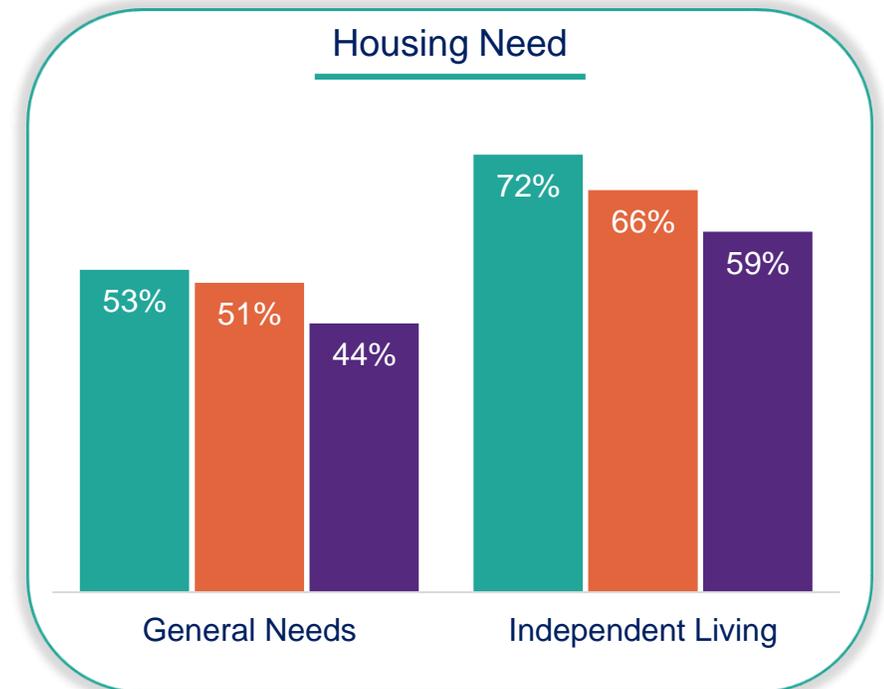
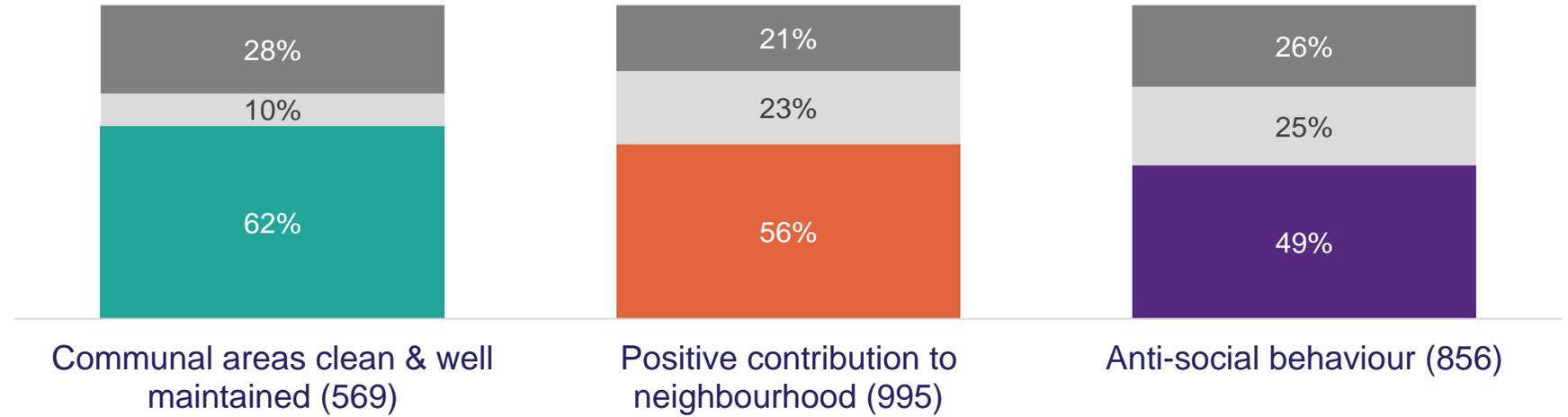
Responsible Neighbourhood Management

Over half the tenants stated that they live in a building with communal areas that Broxtowe Borough Council is responsible for maintaining (55%). Of these tenants, 62% are satisfied with the cleaning and maintenance of their communal areas, however, 28% remain dissatisfied. Satisfaction is highest in Eastwood/Brinsley/Newthorpe (72%), and at its lowest in Stapleford/Bramcote/Trowell.

Slightly fewer tenants are satisfied with the positive contribution Broxtowe Borough Council makes to their neighbourhood (56%), whilst a fifth are dissatisfied, and 23% are neither satisfied nor dissatisfied. This may partly be due to a lack of visibility and awareness; maybe the Council could do more to communicate and promote the impact it has in the area.

Half the tenants are satisfied with the Council's approach to handling anti-social behaviour with the remainder split between those who are dissatisfied and those neither one or the other. There is little difference between the areas in terms of the handling of ASB from 44% in Chilwell/Toton to 56% in Beeston.

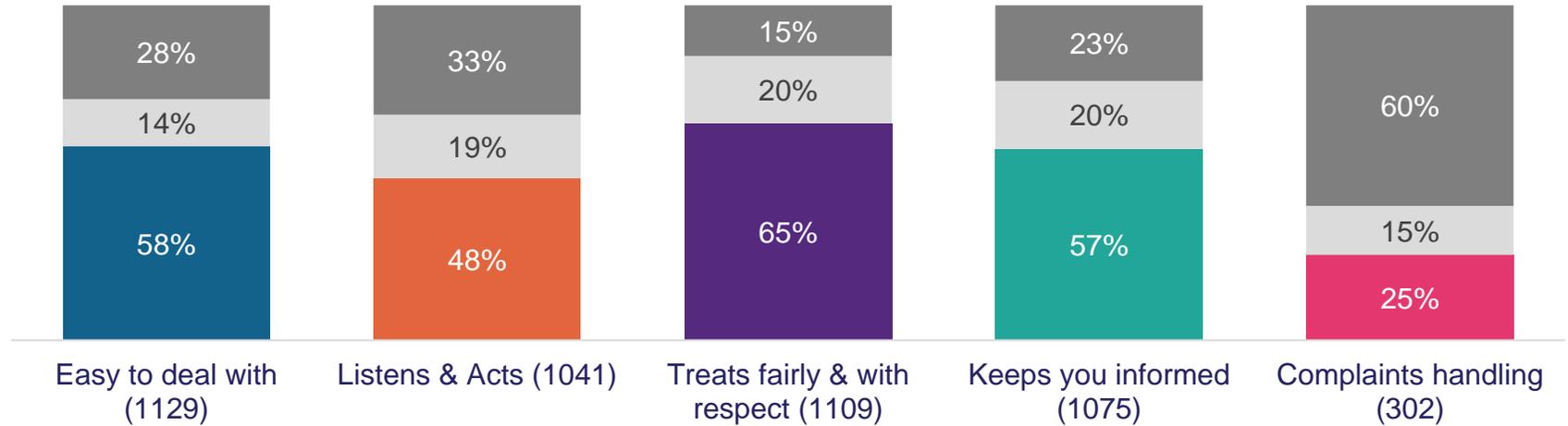
As with all the measures in the survey, tenants of independent living schemes are more satisfied than their general needs counterparts.





Respectful & Helpful Engagement

Respectful & Helpful Engagement

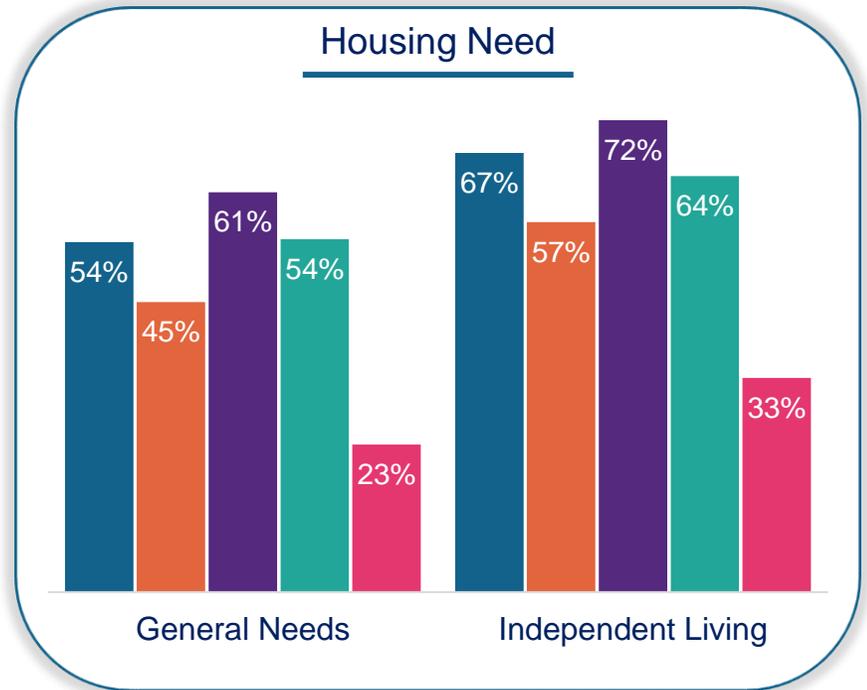
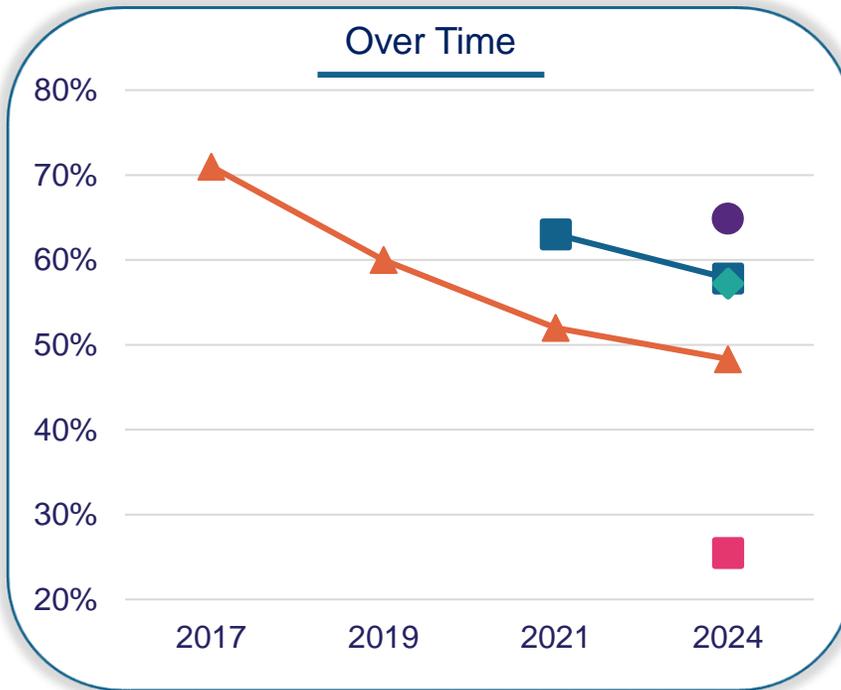


Around six out of ten tenants find Broxtowe Borough Council easy to deal with (58%), and a similar percentage are satisfied that they are kept informed about things that matter to them (57%). A higher percentage feel that they are treated fairly and with respect (65%). Satisfaction has decreased by 5p.p for the Council being easy to deal with since 2021.

Slightly fewer tenants are satisfied that the Council listens to their views and acts upon them (48%), satisfaction has decreased, this time by 4p.p compared with the previous survey. A third of tenants are dissatisfied. Satisfaction with this metric can be influenced by a range of interactions tenants have with their landlords, including the handling of repairs and anti-social behaviour.

Over a quarter of tenants (29%) said they had made a complaint to the Council in the last 12 months, although it is not clear how many, if any, are complaints following a failure of service, or service requests, such as reporting repairs, which are yet to be fully actioned. Nevertheless, just a quarter of tenants are satisfied with the handling for their complaint (25%), with over twice as many dissatisfied (60%).

Again, independent living tenants are more satisfied on each of these measures for engagement.



Comments – Customer Service & Communications

Tenants who stated that they are not satisfied with customer service and communications, were asked to provide more information and what Broxtowe Borough Council could improve, and 421 tenants commented, over a third of all those responding.

The main issues appear to be linked with tenants complaining about the way the phones are answered, or not answered, and then when they do get through, that calls are not returned when promised. This makes getting in contact to report issues difficult and will affect the score for being easy to deal with.

Some issues are linked to the repairs service, particularly the ease of reporting repairs and the communication about the repair, whilst others refer to the care, empathy and support they receive and the availability of staff, particularly out of normal hours.

However, some took the opportunity to make positive comments about the attitude of the staff.

The comments on the next slide focus on these main areas and will help the Council target areas in need of improvement.



Number of respondents: 421

Customer Service & Communications – Comments

Customer service & contact – Answering calls

“Takes hours to answer a phone call.”

“Its a joke from top to bottom I ring up , most of the time there’s no answer. Send emails, no response.”

“They don’t respond to emails, and you can’t get through on the phone.”

“Can never get through on the phone. The coordinator never seems to be on site. Used to pop in every week, hardly see her now and then we are told not my job.”

“Answer the phones and if answered don’t say no one available.”

“More people to answer the phone.”

“I’ve been into the council office and tried to phone them and I can’t get any response from anybody at all they look at you vacant and there is never anyone at the end of the phone to take a message or anything.”

“Letters ignored, lost. Cut off on phone, or extension not answered. Not updated or contacted about ASB complaint cases. Promises to contact you not kept.”

Customer service & contact – Return call/email

“The phone communication is very bad because a returned call will take 3 days.”

“Listen to what we say and respond quickly.”

“Quicker call backs, stop being put on hold then disconnected. More call backs to residents with repair issues.”

“Communicate more and respond quicker.”

“I just think I’m never heard. I report things and they don’t reply to my emails, I get no response. I’ve been here ten years and I never get any response; I’ve given up.”

“Sometimes taking ages to respond to the emails or they forwarding emails from one person to another . Responses needs to be chased.”

“Information to wait for call back, and never back to you.”

“Never ring you back when you report a problem or wants to deal with it.”

“All proof in emails, barely any responses. Phone lines are a shambles.”

Customer service & contact – Other issues

“Some customer service staff treat Council tenants like a lower life form and can be extremely confrontational. Also, some staff members don’t return calls, even when their colleagues send multiple reminder emails.”

“Treating tenants with respect, I’m disabled not stupid. Independent living - a joke more like, jail! They want to know everything and have to ask to do anything to property/garden, the property is never a home too many rules.”

“Difficult to phone, get passed from one service to the other and no action taken.”

“Difficult to get through to the right people on phone so you have to physically go into the council offices to try and sort anything out.”

“Some are good, and some are not. Sometimes I will ring them up and they cut me off then I have to wait half an hour again to get through again, I don’t know why they are doing that.”

“My concerns have not been raised and I have been a victim of discrimination too.”

Other matters

“The housing services need to listen more and inform tenants of what is happening. It is difficult to contact them over the telephone as I do not have access to a computer, as an 88-year-old.”

“Our property is independent living accommodation, our I.L.O which we have at the moment is never here either on holiday or sick on the odd times she does show its either nothing to do with me or don’t know. It used to be very good a few years ago, what went wrong?”

“More staff in the council office to help people.”

“Your phone staff are brilliant when you can get in contact with them the general workmen I have had are also brilliant but inspectors and above do not listen or act upon there words.”

“The out of hours service is a nightmare and the customer service was awful. On the other hand, the staff on the normal line are normally very helpful and pleasant.”



Wellbeing

Cost of Living Concern

In addition, tenants were asked how they feel about the cost-of-living crisis.

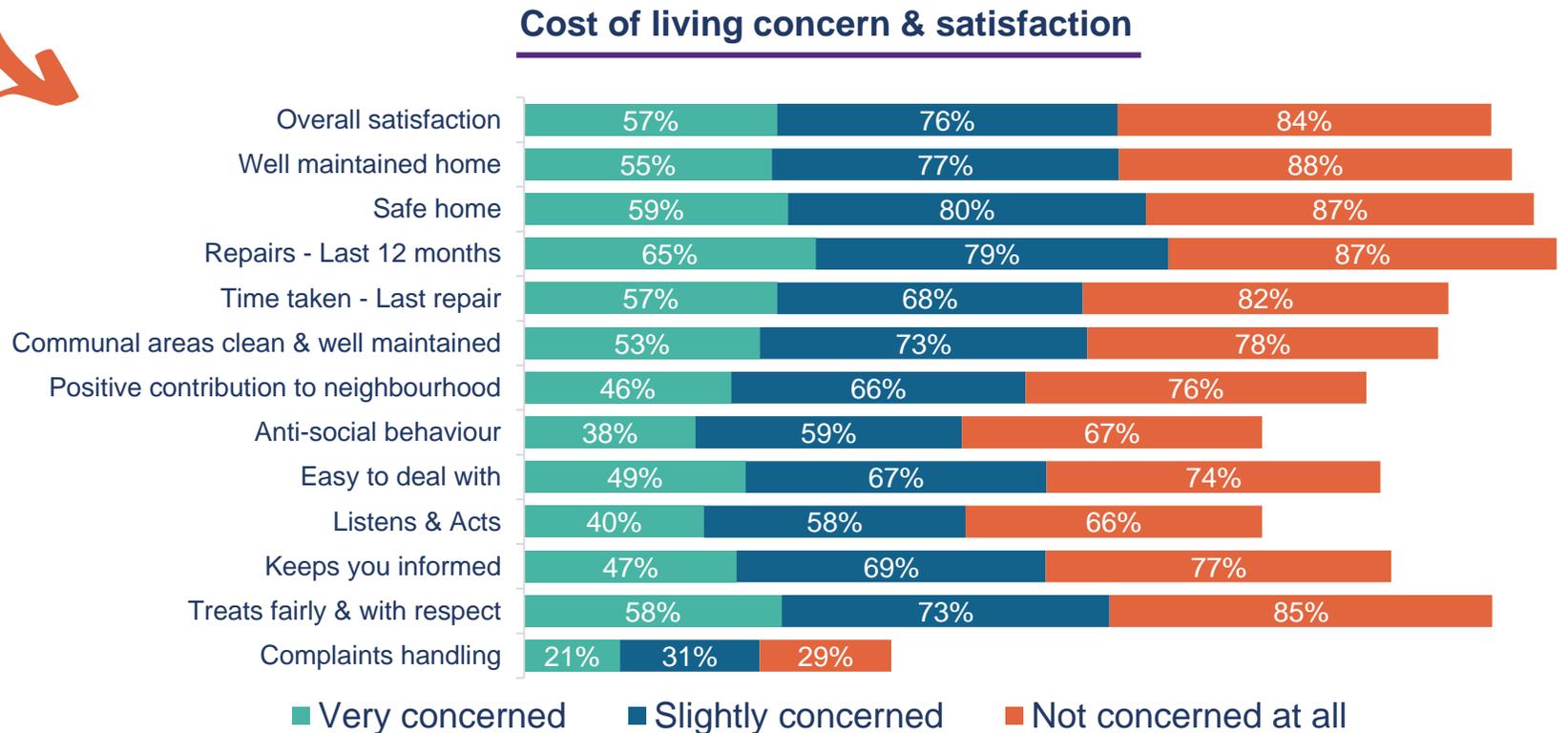
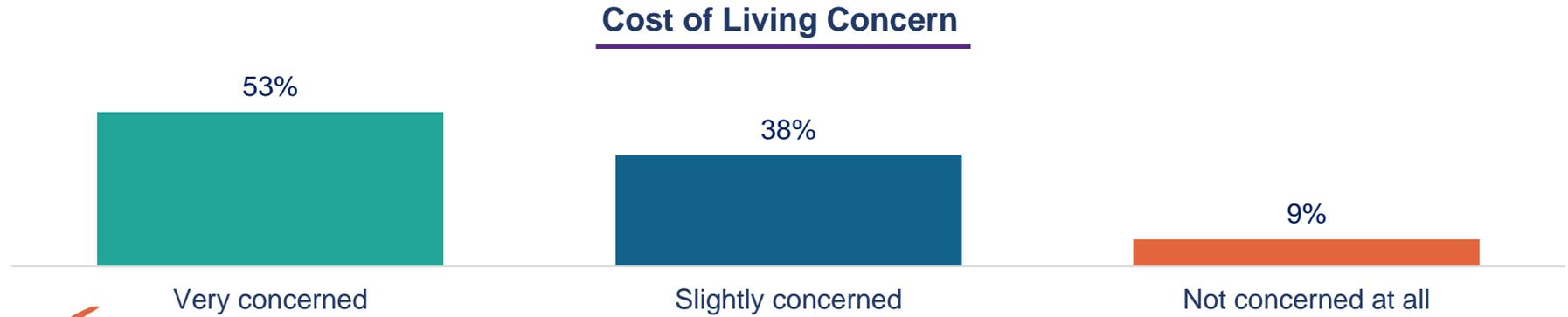
Despite the news that inflation is falling, although fuel bills don't appear to be, the survey found that 91% of tenants are still at least slightly concerned about the cost-of-living crisis. Some 53% of tenants are very concerned and 38% are slightly concerned; just 9% of tenants are not at all concerned.

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 somewhat appears to be the case with Broxtowe Borough Council.

In regard to the overall service provided, 57% of tenants who are very concerned are satisfied, compared with 76% of those who are slightly concerned and 84% of those not at all concerned.

This pattern holds true for most of the measures in the survey. In fact tenants who are very concerned awarded ratings on average 26% lower than tenants who are not concerned.

Anything Broxtowe Borough Council can do to alleviate these concerns will not only improve tenants' lives but also could positively impact satisfaction.





Trends

As has been shown throughout this report, satisfaction has fallen generally since the previous survey, although only five questions matched the previous survey, and these are shown here.

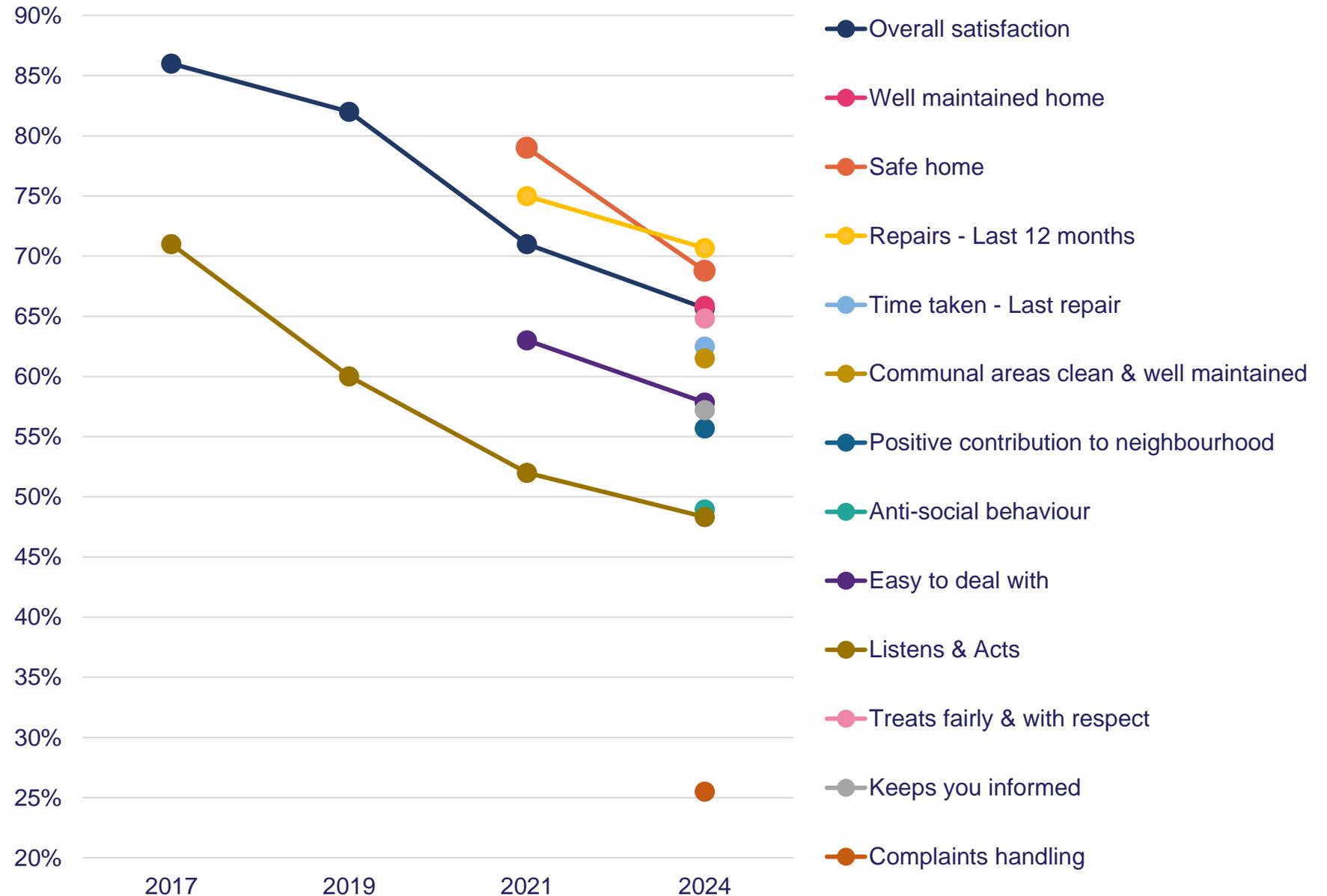
To be statistically significant, changes need to be greater than the margin of error for both surveys, so more than around 6%; just one measure shows a change greater than this, the home being safe where satisfaction has fallen from 79% to 69%.

Overall satisfaction is down by 5p.p, with the Council being easy to deal with down by the same amount and the recent repairs service and listening to views both down by 4p.p.

To some extent this could have been expected with satisfaction generally falling across the sector, but this could be affected by the severe pressures on Councils in particular, as well as the current cost-of-living crisis, which has been shown above to be having an impact.

The full use of the TSM questions does allow comparisons over time when future surveys are completed using the same questions again.

Trend Over Time



Year-on-Year Change

	2021	2024	Change
Overall satisfaction	71%	66%	-5%
Well maintained home	--	66%	
Safe home	79%	69%	-10%
Repairs - Last 12 months	75%	71%	-4%
Time taken - Last repair	--	63%	
Communal areas clean & well maintained	--	62%	
Positive contribution to neighbourhood	--	56%	
Anti-social behaviour	--	49%	
Easy to deal with	63%	58%	-5%
Listens & Acts	52%	48%	-4%
Keeps you informed	--	57%	
Treats fairly & with respect	--	65%	
Complaints handling	--	25%	

The table to the right also illustrates the results for 2024, compared with those from 2021 (where questions match).

This once again highlights that satisfaction has fallen, but only significantly for the safety of the home, but the falls for other ratings should be of concern.

Those measures where no previous question matches will act as a baseline to compare future surveys against.





Understanding Satisfaction

Satisfaction & Dissatisfaction

The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

Two-thirds of tenants are satisfied with the overall service, and this sits towards the top of the range of satisfaction measures. Above this are satisfaction with the repairs service in the last 12 months (71%) and the home being safe (69%), whilst the home being well maintained is at the same level.

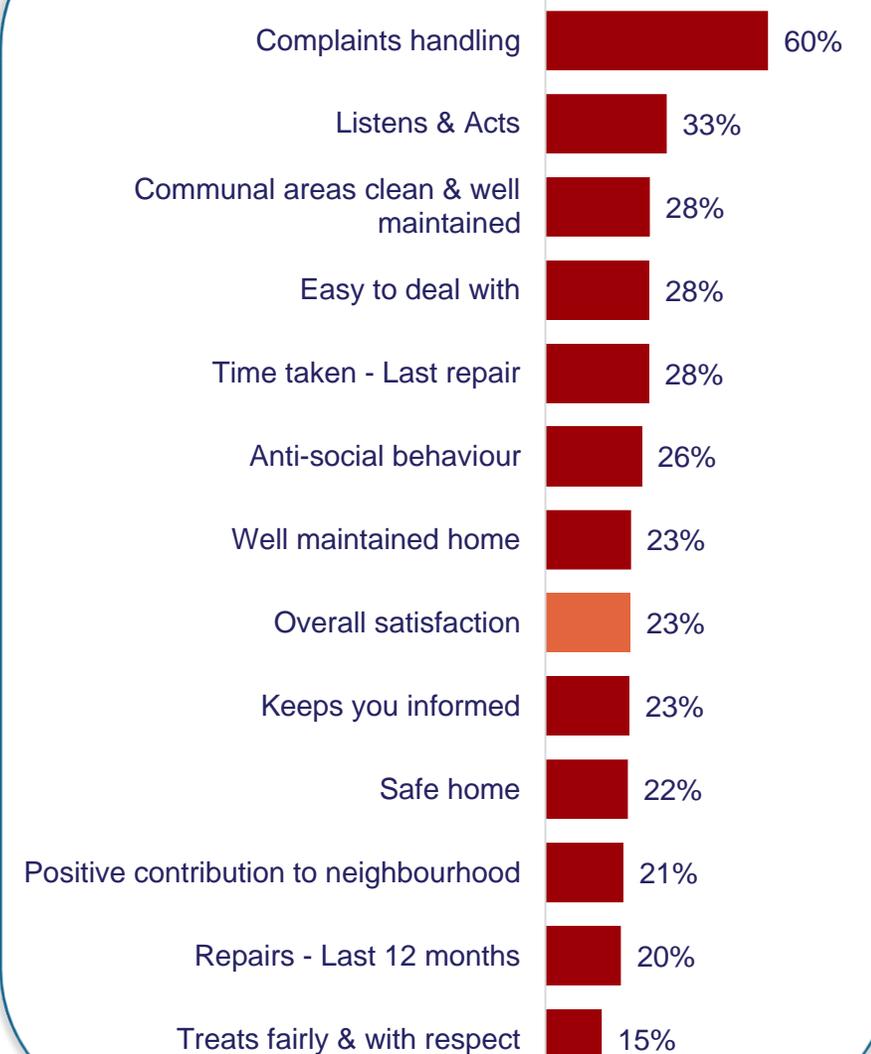
Three measures have less than half the tenants satisfied, dealing with ASB, listening to tenants' views and acting upon them and handling complaints where just 25% are satisfied.

Correspondingly, the highest level of dissatisfaction is for the handling of complaints (60%) and listening to views (33%), with 23% of tenants dissatisfied with the overall services they receive.

Satisfaction with measures



Dissatisfaction with measures





Combined Comments

These tables include an analysis of all comments received across the three open-ended questions, with positive comments displayed in green.

Unsurprisingly, by far the most frequent negative comment area is the repairs service. In addition, customer service, property condition and grounds maintenance are of concern to tenants.

In terms of the more specific comments given by tenants, the timescales to complete repairs is the top negative comment, followed quite closely by dealing with outstanding repairs. Other aspects of the repairs service feature, including the quality of the work, ease of reporting a repairs and communication about it. This further demonstrates how the repairs service is affecting satisfaction with several different areas of service.

Tenants would like the staff to be better at answering the phones and returning calls when promised, whilst some have problems with damp and mould in their homes.

This report does include examples of these comments, but it is important that the Council look at all of these, positive and negative, to get a better understanding of the main issues facing tenants.



Top Comment Areas	
Day-to-day repairs	50%
Customer services & contact	28%
Property condition	18%
Grounds maintenance	12%
Home improvements	8%
Scheme/Estate Negative	8%
Safety and security	7%
Communal areas	6%
Organisational policies	5%
Positive comments	5%
Communications and information	4%

Hot Topics	
Day-to-day repairs - Timescales to complete repairs	26%
Day-to-day repairs - Outstanding / forgotten repairs	22%
Day-to-day repairs - Communication about repair (before work started)	13%
Day-to-day repairs - Ease of reporting repair	13%
Customer services & contact - Answering phones	13%
Property condition - Damp / mould / condensation	10%
Customer services & contact - Return call / email	9%
Day-to-day repairs - Quality of work	6%
Customer services & contact - Accessibility / Language barriers	5%
Home improvements - New doors or windows	4%
Scheme/Estate Negative - Quality of cleaning service	4%
Organisational policies - Staff availability, weekend, emergency cover	4%
Customer services & contact - Call/contact handling - passed around	4%

Key Driver Analysis

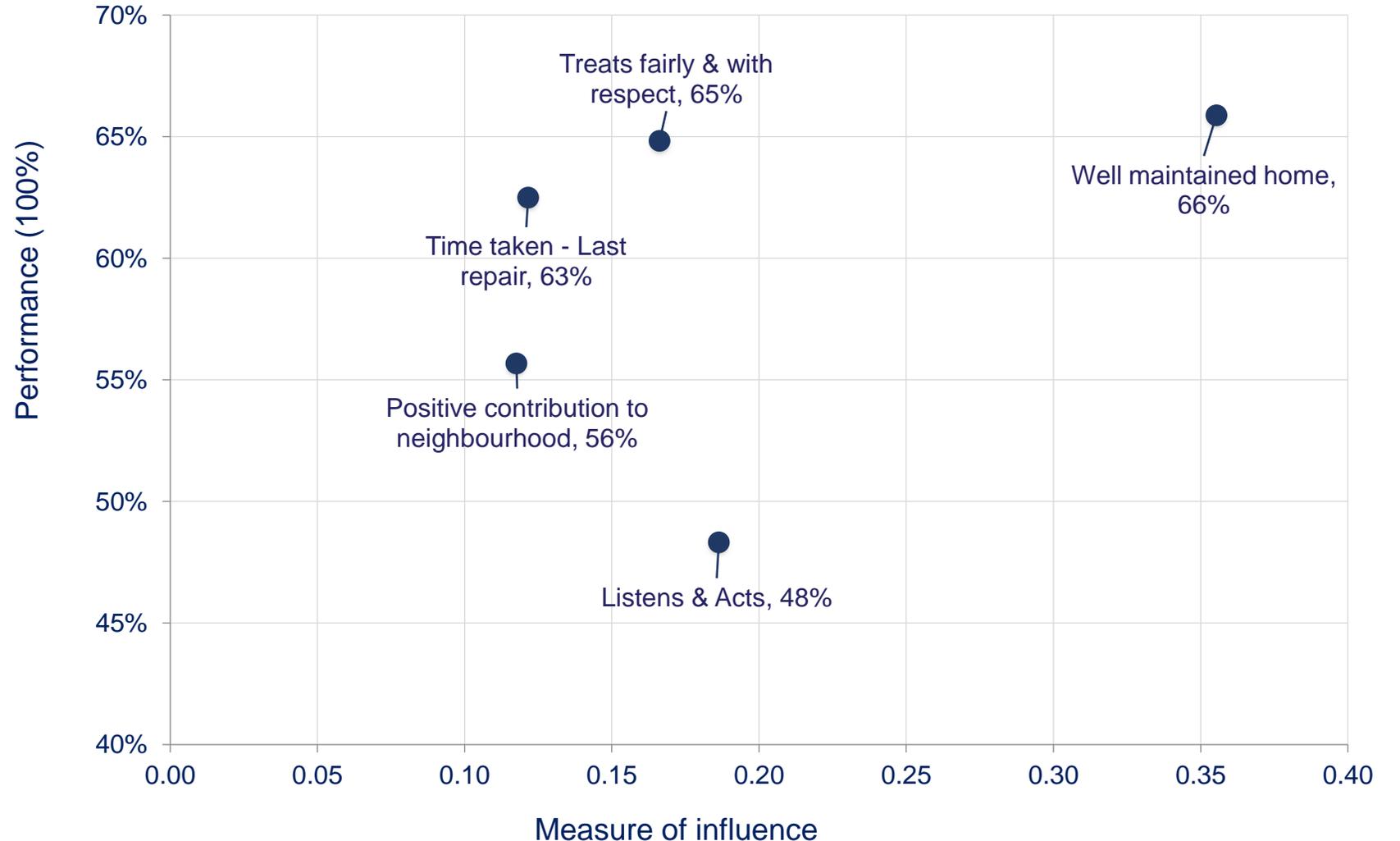
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction.

Each landlord will produce a unique pattern of influence, and for Broxtowe by far the most important driver for tenants' satisfaction with the overall services is that the Council provides a well-maintained home. This fits in with the comments about the home and the repairs service.

Also of importance is the way tenants are treated fairly and with respect, how views are listened to and acted upon, the time to complete repairs and the positive contribution the Council makes to the neighbourhood. The remaining measures have little or no significant influence on the overall satisfaction.

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 services provided.

Key Driver Analysis – Overall Satisfaction



Benchmarking – Acuity Clients (LCRA)

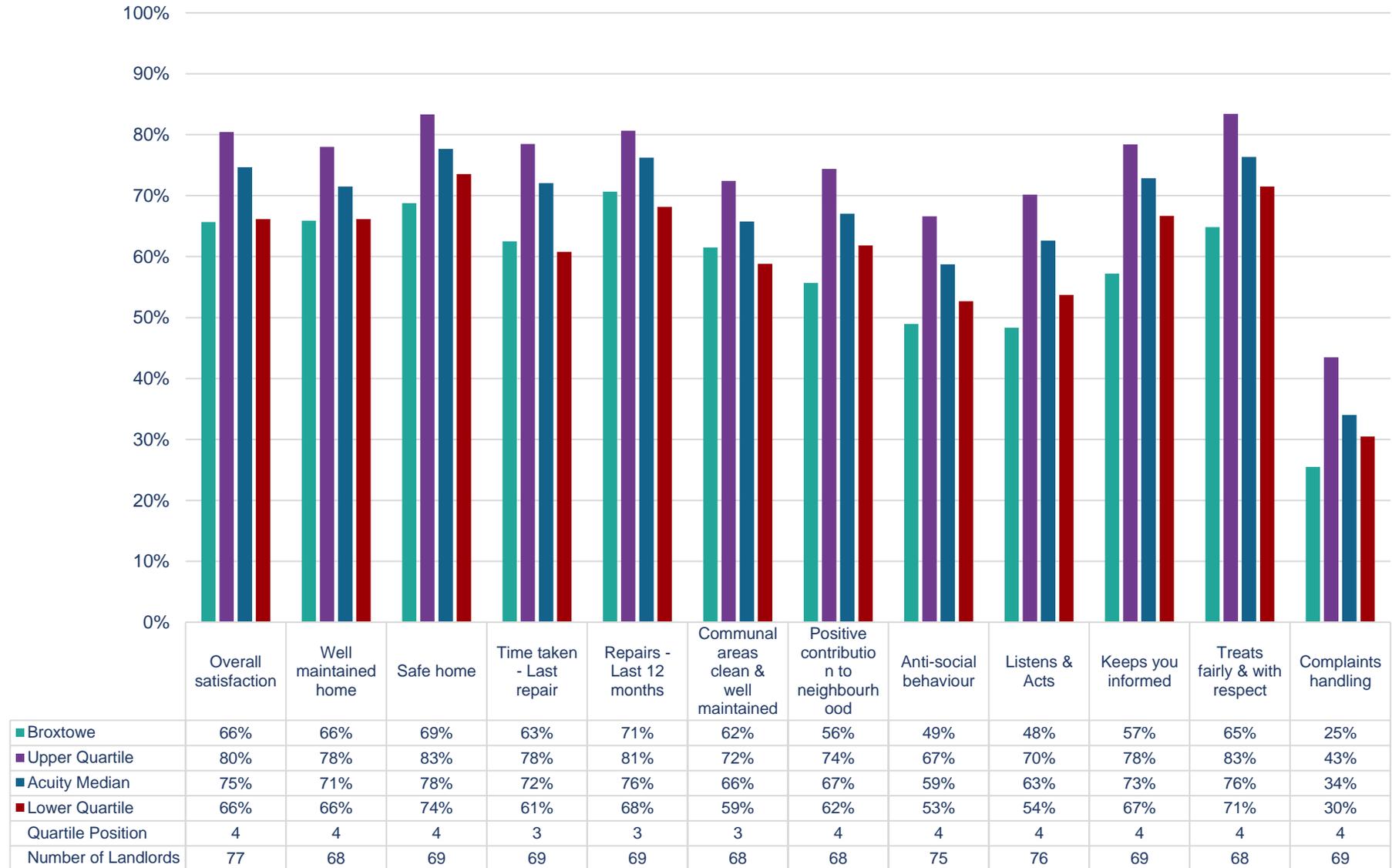
It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q2 2023/24.

All of Broxtowe Borough Council's ratings are below the median, with three measures falling into the third quartile and the remaining nine in the lower quartile. Overall satisfaction is 9% below the median for the group.

However, the group is made up of landlords of different types, sizes and locations and, as such, will not be directly similar to Broxtowe, overleaf shows a comparison with other Councils who that issued the TSMs in the past year.

Later this year, all landlords will have to publish the results of the TSMs and a bank of information will start to develop which will support comparative benchmarking, however, in the meantime this helps to provide some context to the results.

Satisfaction Levels Acuity Median Q1 – Q2 23/24



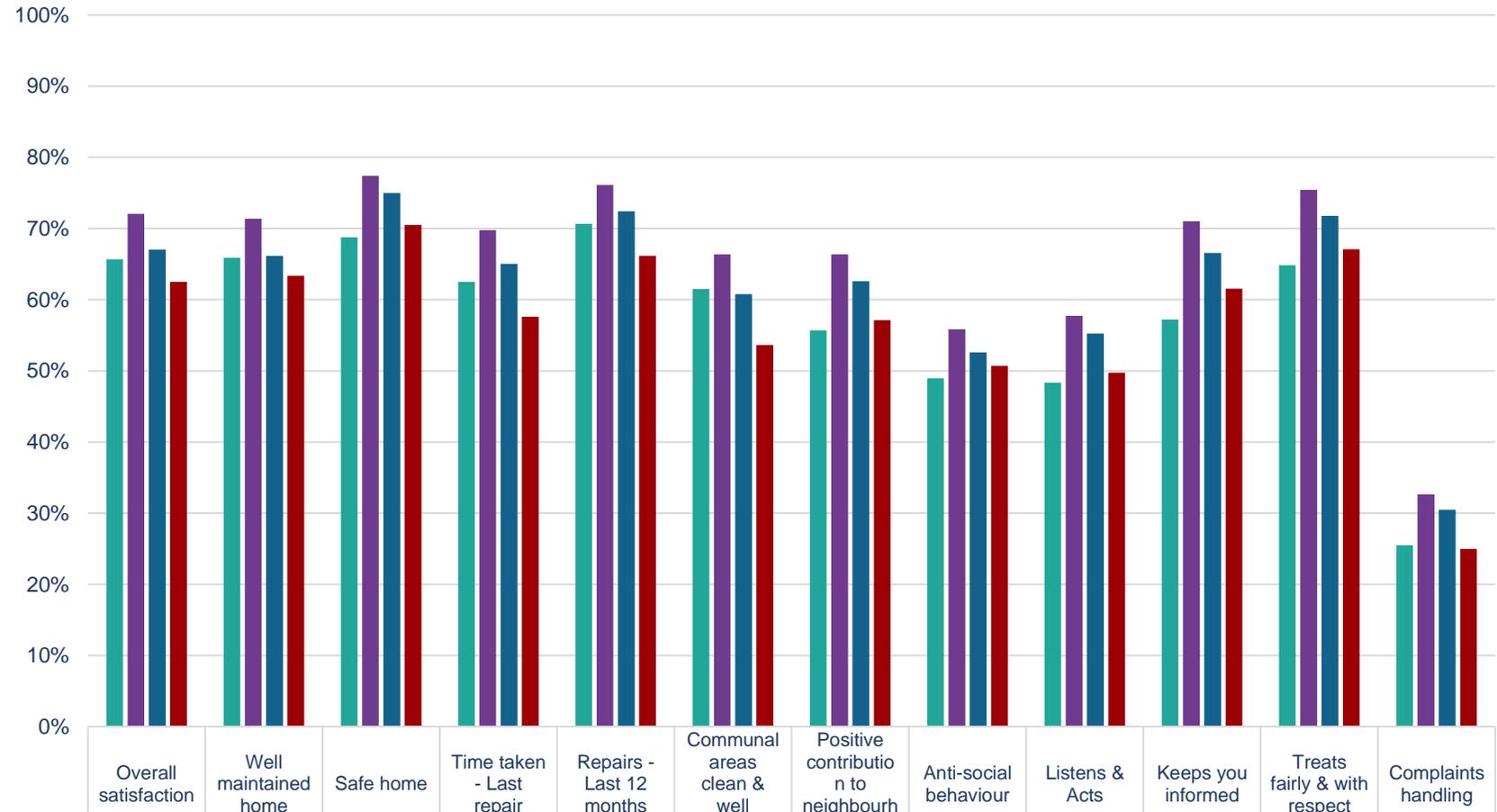
Benchmarking – Acuity Clients (LCRA - Councils)

Satisfaction Levels Acuity Median Q1 – Q2 23/24

The chart opposite compares the results from the Broxtowe survey against other Councils who are Acuity clients and have used the TSMs this past year. There are 20 landlords in this cohort, although these do vary in size and location.

Against this group, the Broxtowe results fair better, although all but one measure falls below the group medians, that being the upkeep of the communal areas which is in the second quartile.

Of the remaining 11 measures, five are in the third quartile, including overall satisfaction and six are in the lower quartile.



■ Broxtowe	66%	66%	69%	63%	71%	62%	56%	49%	48%	57%	65%	25%
■ Upper Quartile	72%	71%	77%	70%	76%	66%	66%	56%	58%	71%	75%	33%
■ Acuity Median	67%	66%	75%	65%	72%	61%	63%	53%	55%	67%	72%	30%
■ Lower Quartile	62%	63%	70%	58%	66%	54%	57%	51%	50%	62%	67%	25%
Quartile Position	3	3	4	3	3	2	4	4	4	4	4	3
Number of Landlords	20	20	20	20	20	20	20	20	20	20	20	20



Housing Need

It is common in surveys of this type that older people, and those in independent living accommodation, are more satisfied than their general needs counterparts.

This is the case with Broxtowe Borough Council. There are a significant number in independent living, although this is still less than half of those in general needs accommodation.

In fact, independent living tenants are more satisfied on all these measures, as shown opposite; and are on average 14% more satisfied than their general needs counterparts.

The differences are quite significant, 16% more being satisfied overall, and 19% more with the maintenance of the home and upkeep of the communal areas.

	General Needs	Independent Living
Overall satisfaction	61%	77%
Well maintained home	60%	79%
Safe home	64%	80%
Repairs - Last 12 months	66%	81%
Time taken - Last repair	59%	70%
Communal areas clean & well maintained	53%	72%
Positive contribution to neighbourhood	51%	66%
Anti-social behaviour	44%	59%
Easy to deal with	54%	67%
Listens & Acts	45%	57%
Keeps you informed	54%	64%
Treats fairly & with respect	61%	72%
Complaints handling	23%	33%



Base: General Needs = 809, Independent Living = 347, Temporary Accommodation = 1

Management Area

Broxtowe Borough Council operates over five areas, although it also has some temporary accommodation, but these are not shown here.

In terms of satisfaction, tenants living in Beeston are the most satisfied, including with the overall service (69%), whereas those in Stapleford/Bramcote/Trowell who are the least satisfied, 62% overall.

The differences between the areas are generally not pronounced, although for the upkeep of the communal areas, 72% of those in Eastwood/Brinsley/Newthorpe are satisfied compared with just 49% in Stapleford/Bramcote/Trowell.

It is not clear why the differences occur, although the relatively small differences suggest that service is being delivered consistently across the borough.

It is also worthwhile noting that a higher percentage of tenants in Beeston and Kimberley/ Nuthall/ Watnall/ Awworth (61% - 67%) are older tenants compared with other management areas (46% - 51%).



	Beeston	Chilwell/ Toton	Eastwood/ Brinsley/ Newthorpe	Kimberley/ Nuthall/ Watnall/ Awworth	Stapleford/ Bramcote/ Trowell
Overall satisfaction	69%	66%	66%	66%	62%
Well maintained home	73%	66%	63%	69%	60%
Safe home	73%	67%	66%	72%	67%
Repairs - Last 12 months	74%	72%	68%	76%	64%
Time taken - Last repair	72%	60%	65%	66%	53%
Communal areas clean & well maintained	64%	61%	72%	66%	49%
Positive contribution to neighbourhood	59%	51%	52%	62%	56%
Anti-social behaviour	56%	44%	49%	54%	45%
Easy to deal with	60%	55%	61%	63%	54%
Listens & Acts	50%	49%	46%	58%	43%
Keeps you informed	60%	54%	61%	55%	56%
Treats fairly & with respect	69%	66%	62%	66%	62%
Complaints handling	27%	25%	31%	21%	20%

Base: Beeston = 241, Chilwell/ Toton = 256, Eastwood/ Brinsley/ Newthorpe = 230, Kimberley/ Nuthall/ Watnall/ Awworth = 150, Stapleford/ Bramcote/ Trowell = 278, Temporary Accommodation = 2

Age Group

	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85+
Overall satisfaction	42%	50%	51%	63%	54%	67%	72%	78%	86%
Well maintained home	42%	45%	45%	62%	55%	68%	74%	82%	91%
Safe home	42%	44%	53%	66%	66%	72%	74%	83%	90%
Repairs - Last 12 months	67%	55%	52%	62%	64%	75%	81%	84%	85%
Time taken - Last repair	48%	44%	48%	60%	53%	62%	73%	72%	80%
Communal areas clean & well maintained	36%	49%	52%	52%	59%	65%	66%	65%	81%
Positive contribution to neighbourhood	50%	38%	48%	50%	48%	51%	61%	68%	67%
Anti-social behaviour	25%	40%	38%	38%	42%	48%	53%	64%	60%
Easy to deal with	45%	45%	49%	53%	46%	59%	66%	66%	69%
Listens & Acts	36%	35%	35%	46%	35%	46%	56%	59%	63%
Keeps you informed	50%	50%	47%	54%	52%	57%	60%	66%	67%
Treats fairly & with respect	62%	53%	61%	59%	56%	65%	66%	74%	79%
Complaints handling	21%	28%	34%	13%	19%	17%	22%	34%	43%

It is also common that satisfaction tends to increase with age, and this does appear to be the case with the Council.

Consistently the most satisfied are those aged 85 and over, the only two measures where this group are not the most satisfied are for the contribution to the neighbourhood and dealing with ASB, where those aged 75 to 84 are the most satisfied.

Conversely, the least satisfied are the younger age groups. Those under 25 being the least satisfied overall (42%) and with four other measures, those 25 to 34 the least on five measures and those 35 to 44 on two.



Length of Tenancy

It is often shown that new tenants to an organisation are initially very satisfied with their home and the services they receive but this tends to tail off over time, and to some extent, that is true here.

One theory for this is that tenants are very pleased to have received an offer, perhaps having waited for some time or having been in poor accommodation, but as time passes and they experience issues at their home, satisfaction wanes.

Here the most satisfied are those new to the Council and then those, probably older tenants, with the longest tenures. Least satisfied are those between four and 10 years.

	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	70%	63%	62%	62%	70%	68%
Well maintained home	66%	60%	65%	62%	72%	72%
Safe home	68%	65%	64%	64%	73%	79%
Repairs - Last 12 months	73%	64%	73%	68%	77%	76%
Time taken - Last repair	63%	60%	57%	58%	71%	67%
Communal areas clean & well maintained	69%	61%	63%	57%	63%	57%
Positive contribution to neighbourhood	65%	53%	53%	54%	58%	56%
Anti-social behaviour	56%	52%	45%	45%	45%	54%
Easy to deal with	61%	59%	56%	52%	55%	64%
Listens & Acts	50%	51%	39%	44%	47%	57%
Keeps you informed	66%	56%	51%	51%	62%	60%
Treats fairly & with respect	74%	64%	61%	61%	67%	65%
Complaints handling	41%	31%	14%	23%	17%	31%

Base: < 1 year = 115, 1 - 3 years = 283, 4 - 5 years = 124, 6 - 10 years = 229, 11 - 20 years = 214, Over 20 years = 192



Disability

Several tenants have been identified as being disabled, so it is possible to compare their responses against those without a disability.

Generally, as shown, those tenants with a disability are less satisfied, just 46% being satisfied overall compared with 67% without.

These tenants are less satisfied on all but two of the measures, the upkeep of the communal areas and the complaint handling.

This is, perhaps, a little unusual as often those with a disability will be older, who are shown to be more satisfied than their younger counterparts. It may be worth investigating this further to see why these differences occur and whether the Council could do more to help disabled tenants.

	Yes	No
Overall satisfaction	46%	67%
Well maintained home	52%	67%
Safe home	53%	69%
Repairs - Last 12 months	57%	71%
Time taken - Last repair	50%	63%
Communal areas clean & well maintained	68%	61%
Positive contribution to neighbourhood	50%	56%
Anti-social behaviour	36%	50%
Easy to deal with	46%	58%
Listens & Acts	43%	49%
Keeps you informed	54%	57%
Treats fairly & with respect	56%	65%
Complaints handling	31%	25%

Base: Yes = 50, No = 1,107



Property Type

There are few tenants who have responded to the survey living in maisonettes, but these tend to be the most satisfied.

Least satisfied are those in houses, but again this could be more to do with the age of the tenants here than the properties themselves or tenant demographics.

	Bungalow	Flat	House	Maisonette
Overall satisfaction	75%	65%	60%	92%
Well maintained home	76%	67%	57%	92%
Safe home	77%	68%	64%	75%
Repairs - Last 12 months	80%	72%	63%	100%
Time taken - Last repair	67%	64%	57%	100%
Communal areas clean & well maintained	62%	60%	67%	92%
Positive contribution to neighbourhood	60%	56%	52%	75%
Anti-social behaviour	56%	47%	46%	71%
Easy to deal with	62%	58%	55%	75%
Listens & Acts	52%	47%	48%	55%
Keeps you informed	61%	57%	55%	80%
Treats fairly & with respect	67%	65%	62%	82%
Complaints handling	28%	25%	24%	67%

Base: Bedsit = 4, Bungalow = 218, Flat = 568, House = 355, Maisonette = 12



Number of Bedrooms

Tenants in the smallest properties are consistently more satisfied than those with more bedrooms.

Very few have four bedrooms, and these tend to be the least satisfied, although care should be taken when drawing any conclusions from this as there are variables which could be influencing this e.g. location and household composition.

It is likely that the smallest properties are occupied by the older tenants, and this will be driving satisfaction rather than the size of the property itself.

	1	2	3	4
Overall satisfaction	73%	61%	62%	38%
Well maintained home	75%	59%	60%	42%
Safe home	76%	63%	64%	64%
Repairs - Last 12 months	78%	69%	61%	71%
Time taken - Last repair	71%	56%	59%	43%
Communal areas clean & well maintained	67%	51%	77%	0%
Positive contribution to neighbourhood	61%	50%	54%	50%
Anti-social behaviour	53%	42%	51%	63%
Easy to deal with	63%	53%	56%	50%
Listens & Acts	54%	40%	51%	33%
Keeps you informed	62%	54%	54%	55%
Treats fairly & with respect	69%	63%	61%	55%
Complaints handling	30%	22%	25%	25%

Base: 0 = 4, 1 = 471, 2 = 387, 3 = 282, 4 = 13



Response Method

This survey gave the tenants of Broxtowe the opportunity to respond in three ways, by post, online or by telephone interview; the most opting for the postal route.

Satisfaction varies considerably by the survey method used, with those responding online consistently less satisfied than those using the other methods.

One theory for this is that younger tenants, who we have seen are generally less satisfied, will tend to use the online approach and, perhaps find it easier to be more critical than when talking directly to an interviewer.

To test this theory, the age profile of those responding shows that whilst 67% of those used the postal questionnaire are over 65, just 19% responding online are this age; it is 23% for those interviewed by phone.

This does, therefore, appear to have an impact and something to bear in mind for future surveys.



	Postal	Online	Telephone
Overall satisfaction	70%	55%	73%
Well maintained home	73%	52%	69%
Safe home	77%	54%	72%
Repairs - Last 12 months	73%	67%	71%
Time taken - Last repair	65%	54%	70%
Communal areas clean & well maintained	63%	51%	76%
Positive contribution to neighbourhood	60%	45%	64%
Anti-social behaviour	53%	39%	59%
Easy to deal with	62%	49%	62%
Listens & Acts	53%	40%	51%
Keeps you informed	59%	45%	76%
Treats fairly & with respect	67%	54%	79%
Complaints handling	28%	17%	35%

Base: Postal = 579, Online = 373, Telephone = 201



Summary of Results

Satisfaction 2024



Summary of Results

The survey in 2023 has incorporated all the Tenant Satisfaction Measures (TSMs) for the first time, which became mandatory for all registered providers of social housing to collect from April 2023. Some of these measures are comparable to previous survey questions, however, others have been used for the first time and will provide an important baseline for Broxtowe Borough Council moving forward.

There are two-thirds of tenants satisfied with the overall services provide by the Council, with just the repairs service in the last 12 months and the provision of a safe home receiving higher satisfaction. Most measures in the survey received satisfaction levels in the 50% and 60% range with just three falling below this. These being the handling of ASB (49%), how the Council listens to tenants' views and acts upon them (48%) and the handling of complaints (25%).

Around a quarter of tenants are dissatisfied with at least some parts of the service, 23% overall but 60% are dissatisfied with the way complaints are handled and 33% with the way their views are heard.

The Council undertook similar surveys in 2017, 2019 and 2021, although with the introduction of the TSMs, few questions now match back to these. Where they do, satisfaction is generally down, by 5p.p for the overall service and being easy to deal with, down 4p.p for the recent repairs service and listening to views but down by 10p.p for the home being safe. This is, perhaps not unexpected as satisfaction has fallen a little across the whole social housing sector.

The survey included three open-ended questions giving tenants the opportunity to expand on their answers and reasons for dissatisfaction. Tenants most frequently would like improvements to the repairs service, including the timescales to complete repairs, outstanding repairs that have not been dealt with, the ease of reporting repairs and being kept up to date with progress. In addition, tenants commented upon concerns around customer services and contact, particularly the answering and returning of calls, as well as some having issues with damp and mould.

Key driver analysis revealed the importance of providing a well-maintained home for tenants – which achieved one of the highest ratings in the survey. Undertaking an early comparison with other Councils results suggest that Broxtowe's TSM ratings may be below the sectors median ratings.

This report has also analysed the ratings by different subgroups. This demonstrates that tenants in independent living schemes are consistently more satisfied than those in general needs accommodation, those in Beeston tend to be the most satisfied, as are the older tenants and those in the smaller properties.

Undertaking a multi-mode approach for the survey the Council has evidence that for their tenants those responding to the survey online are consistently less satisfied than those using either the postal route or by telephone interview.

Recommendations

Broxtowe Borough Council has around 4,400 properties in Nottinghamshire and has commissioned acuity to carry out an independent survey of its tenants, based on the new TSMs from the Regulator of Social Housing.

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

The comments made by tenants give insight into what they are most concerned about and will help Broxtowe Borough Council target services that may need some improvement.

Shown opposite are some recommendations that Broxtowe Borough Council may wish to follow up on to improve satisfaction in the future.



How complaints are dealt with

Satisfaction with the handling of complaints stands out from the rest as only 25% of tenants are satisfied and 60% are dissatisfied. Over a quarter of tenants said they made a complaint, although it isn't clear if these are formal complaints or service requests; that being one of the issues with this question in the TSMs as there is no explanation of what a complaint is. Despite this, the Council would hope to perform better on this, and many will be linked to repair issues and customers service, as highlighted below, some improvements here should lead to better satisfaction with the way complaints are handled. Just using the TSMs to monitor complaints only gives part of the picture, so the Council needs to monitor these closely, if not already doing so, to discover the main causes for complaints and how the different stages are working, to be able to target improvements.



Repairs and maintenance

The repairs and maintenance service is key for the enjoyment tenants have with their home, having a well-maintained home being the key driver for overall satisfaction. When asked, tenants frequently say they want the repairs done quicker and for outstanding repairs to be dealt with. These have been ongoing issues for many social landlords, exasperated by the pandemic and cost-of-living crisis and often tenant expectation of service cannot be met. However, other aspects of the service, such as reporting repairs, their quality and being kept informed of progress also received some criticism so it is important that communication improves so tenants know what to expect from the service, how long they may have to wait and to be told when things change. A review of these aspect could help improve satisfaction generally.



Customer service and Customer recovery

Many tenants say they have difficulty getting in touch to report repairs, or other issues. Phones don't get answered and calls are often not returned when promised. Some suggest that this is due to a lack of staff availability at key times, and this leads to frustration with the service. It is often difficult to manage this process with high call volumes and given the resources available it is not simply a matter of taking on more people, but a review of the call handling could help iron out some of these challenges and increase satisfaction as a result. If resources are available, the Council should reach out to tenants who have commented in the survey to address any issues raised in the survey.

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

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