



St. Leger Homes
OF DONCASTER

Tenant Satisfaction Measures Report 2023

viewpoint

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Executive Summary

This report details the results of the 2023/24 St Leger Homes of Doncaster Tenant Satisfaction Measures (TSM) survey.

2023/24 is the first year the survey has been required by the Regulator of Social Housing to generate annual tenant perception measures. St Leger Homes of Doncaster commissioned Viewpoint Research CIC survey to complete the survey through a single method approach of telephone surveys. A total of 1013 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable, alongside summaries of the open text questions which asked for reasons for dissatisfaction.

Further analysis is provided with a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2023/24 score for St Leger Homes of Doncaster is 75.6%.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
 - TP08: 89.8% - Proportion of respondents who report that they agree with the statement: "St Leger Homes treats me fairly and with respect".
 - TP05 84.9% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
 - TP02: 79.6% - Proportion of respondents who report that they are satisfied with the overall repairs service from St Leger Homes over the last 12 months.
- Lowest scoring TSMs / high dissatisfaction:
 - TP09 27.6% - St Leger Homes' approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
 - TP12 66.5% - That St Leger Homes keeps communal areas clean and well maintained, based on those who stated that they live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining.
- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: The home is well maintained (TP04), Listening to tenant views and acting upon them (TP06) and keeping you informed (TP07).

Results Table

A summary of all the TSM results is below:

	Result
TSM01 Overall satisfaction	75.6%
TSM02 Overall repairs service	79.6%
TSM03 Repairs: Time taken	72.6%
TSM04 Home is well maintained	75.9%
TSM05 Home is safe	84.9%
TSM06 Listens to views & acts upon them	71.6%
TSM07 Keeps informed	79.3%
TSM08 Treated Fairly & with Respect	89.8%
TSM09 Approach to complaints	29.7%
TSM10 Communal areas	66.5%
TSM11 Contribution to Neighbourhood	76.7%
TSM12 Approach to Anti-social behaviour	69.1%

Summary of Approach

Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for St Leger Homes is below.

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent research company – Viewpoint Research CIC
Survey fieldwork dates	May to September 2023. Approx. 200 surveys completed every month for 5 months.
Total surveyable population	20098
Statistical confidence required and achieved	Required: $\pm 3\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 1013 responses).
Total sample size achieved (total number of responses)	1013
Reasons for any failure to meet the required sample size	N/A
Collection method	Telephone survey
Sampling method	Stratified sampling
Type and amount of any incentives offered	None
Number of tenant households within the relevant population that have not been included in the sample	None
Summary of representativeness of the sample against the relevant tenant population	The response is representative of management area, property type, occupancy, ethnicity and age group
Any weighting applied	None
Questions asked	12 x regulatory TSM questions. 12 x open comment question after each TSM to provide reasons is dissatisfied.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Representation

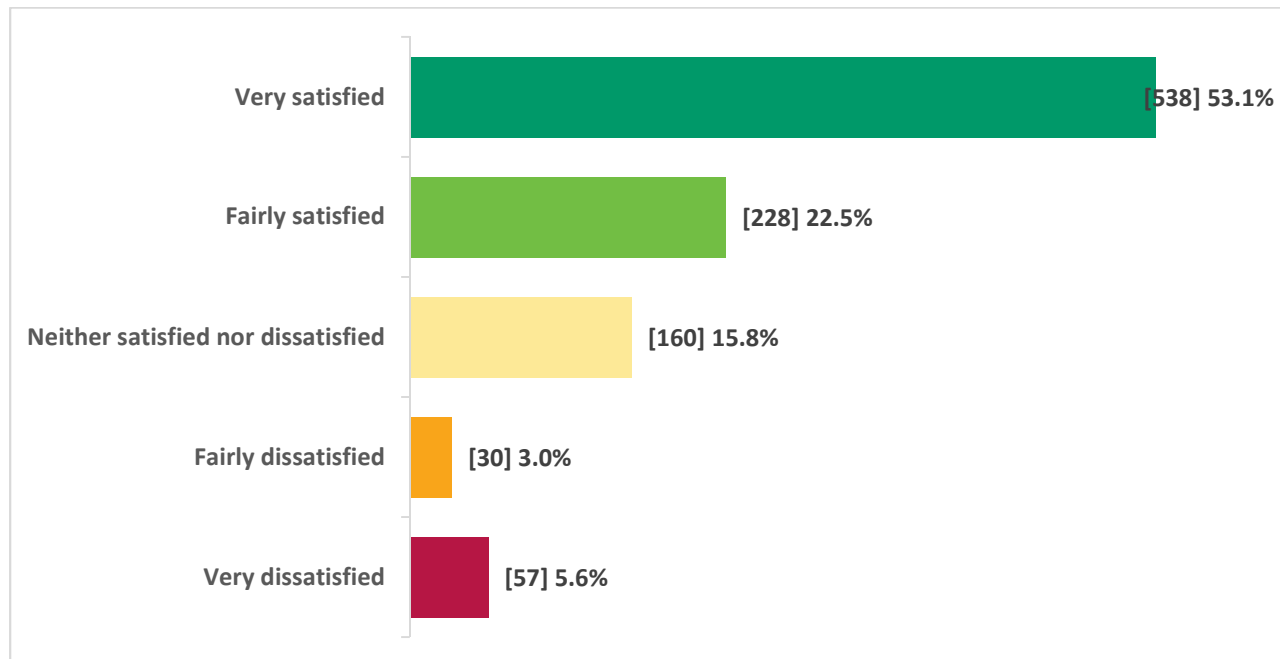
The table below shows that the survey sample achieved is broadly representative of the relevant tenant population in regards to Management area, property type, occupancy, age and ethnicity.

	Population %	Responses % (and actual)
Management area		
SOUTH WEST	29%	29% (294)
CENTRAL	29%	29% (293)
EAST	20%	20% (203)
NORTH	22%	22% (223)
Property type		
Bungalow	30%	30% (304)
Flat	17%	17% (171)
House	51%	51% (518)
Other	1%	1% (10)
G&T Plot	1%	1% (10)
Occupancy		
0-1	26%	27% (272)
2	31%	33% (331)
3+	43%	40% (410)
Age		
Under 35	13%	14% (143)
35-59	43%	39% (399)
60+	44%	46% (471)
Ethnicity		
White British	91%	93% (825)
Other	9%	7% (66)

TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Leger Homes?

75.6%



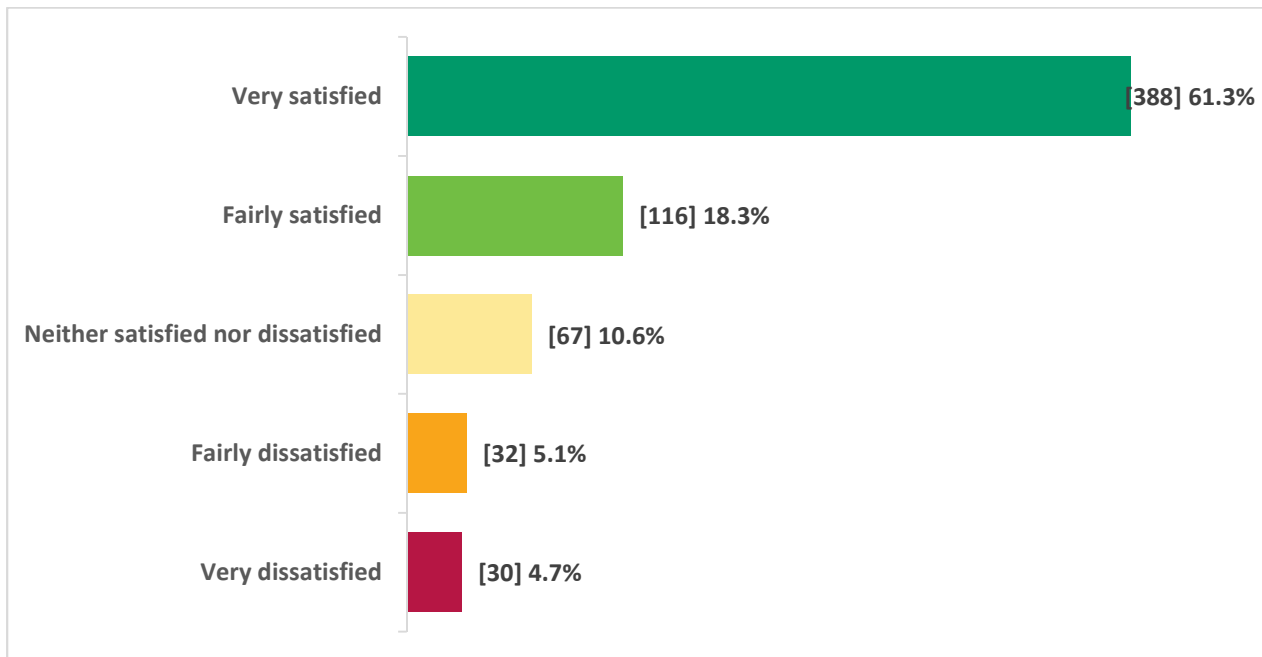
Analysis

- Overall satisfaction is 75.6% (1013 respondents).
- 'Neither satisfied nor dissatisfied' accounted for 15.8% of responses meaning 8.6% (87 responses) were actively dissatisfied.
- Differences in satisfaction with housing type were minimal with residents living in bungalows slightly more satisfied – Bungalow (80%), Flat (76%), House (73%).
- Satisfaction between age groups shows that the older tenants were notably more satisfied – Under 35 (69%), 35-59 (70%), 60+ (82%).
- Residents in the North and East areas were the most satisfied with 78% satisfaction, compared to 75% Central and 72% South West.
- Tenants who are White British were less satisfied (75%), compared to other ethnicities (83%).
- Comments were taken from respondents who were dissatisfied. The two main areas that emerged were: Not getting a response from St Leger about an issue, particularly repairs (46) and quality of the house, which includes waiting for repairs (58). Smaller numbers raised issues such as anti-social behaviour (3) and quality of the local area (2).

TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from St Leger Homes over the last 12 months?

79.6%



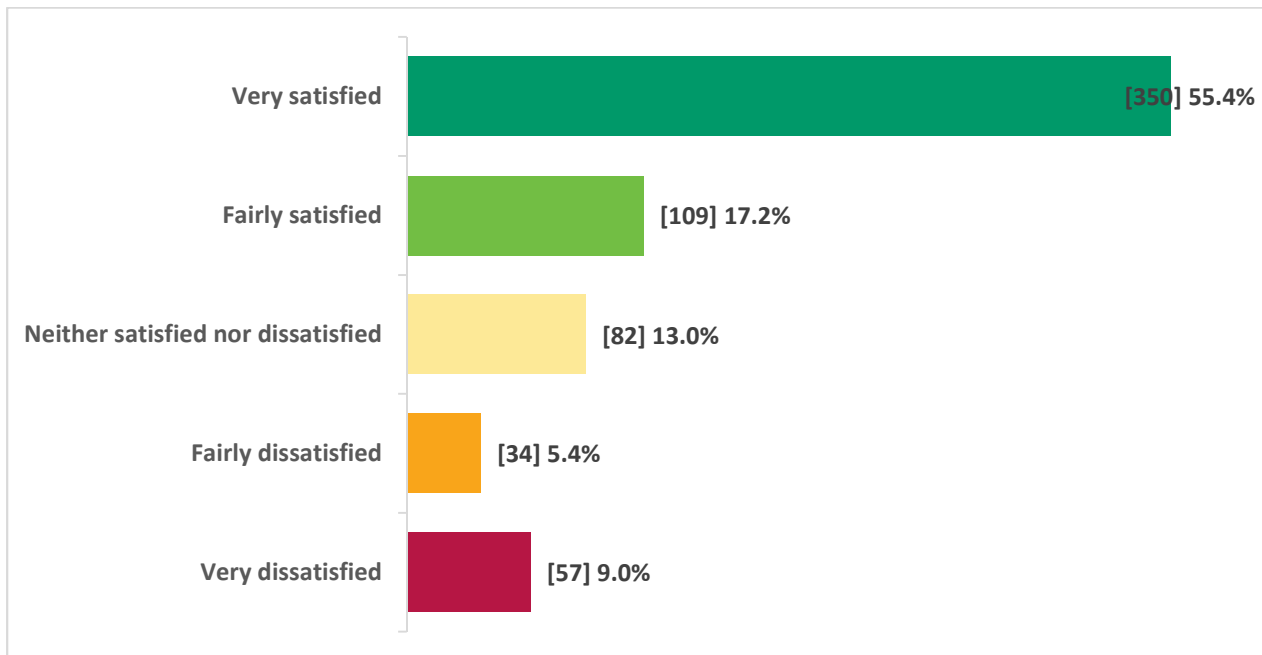
Analysis

- Residents were asked, “Has St Leger Homes carried out a repair to your home in the last 12 months?”. A total of 62.7% (635 respondents) stated ‘Yes’ compared to 37.2% (377 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP02 above, where 79.6% (504 respondents) were fairly or very satisfied.
- Respondents in Houses (76%) returned lower satisfaction than other property types – Flats (85%) and Bungalows (84%).
- 85% of the oldest category of tenants - 60+, were satisfied compared to 76% (35-59) and 77% (Under 35).
- This question is the fourth ranked key driver to satisfaction, and many of the comments received in relation to TP01 ‘overall satisfaction’ were related to the repairs service.
- Comments relating to dissatisfaction were categorised as: Repair was poor quality (21), Had to wait too long for the repair (20), Repair not completed (15) and a repair is still needed (10).

TP03 – Repairs: Time Taken

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

72.6%



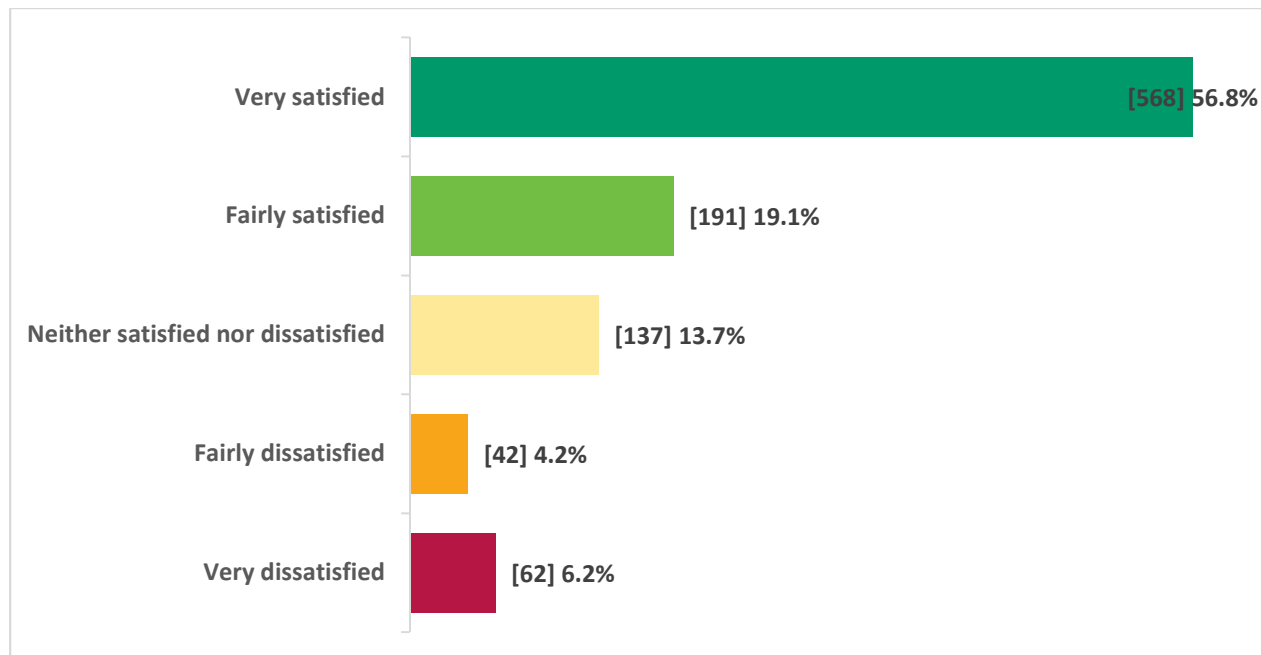
Analysis

- Of those residents who previously stated St Leger Homes had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 72.6% (459 respondents) were fairly or very satisfied.
- As with TP02, customers in Houses (70%) were slightly less satisfied than other housing types – Flats (76%), Bungalows (77%).
- There was a notable difference between North (82%) and the other management areas – South West 68%, Central 72% and East 71%.
- Unsurprisingly the main reason given for dissatisfaction was that repairs take too long (53) with a further 21 saying they are still waiting for a repair to be completed. It shows that speed of service (not just with repairs) is very important to tenants, although it is not in the top five key drivers to overall satisfaction.

TP04 – Home is well maintained

How satisfied or dissatisfied are you that St Leger Homes provides a home that is well maintained?

75.9%



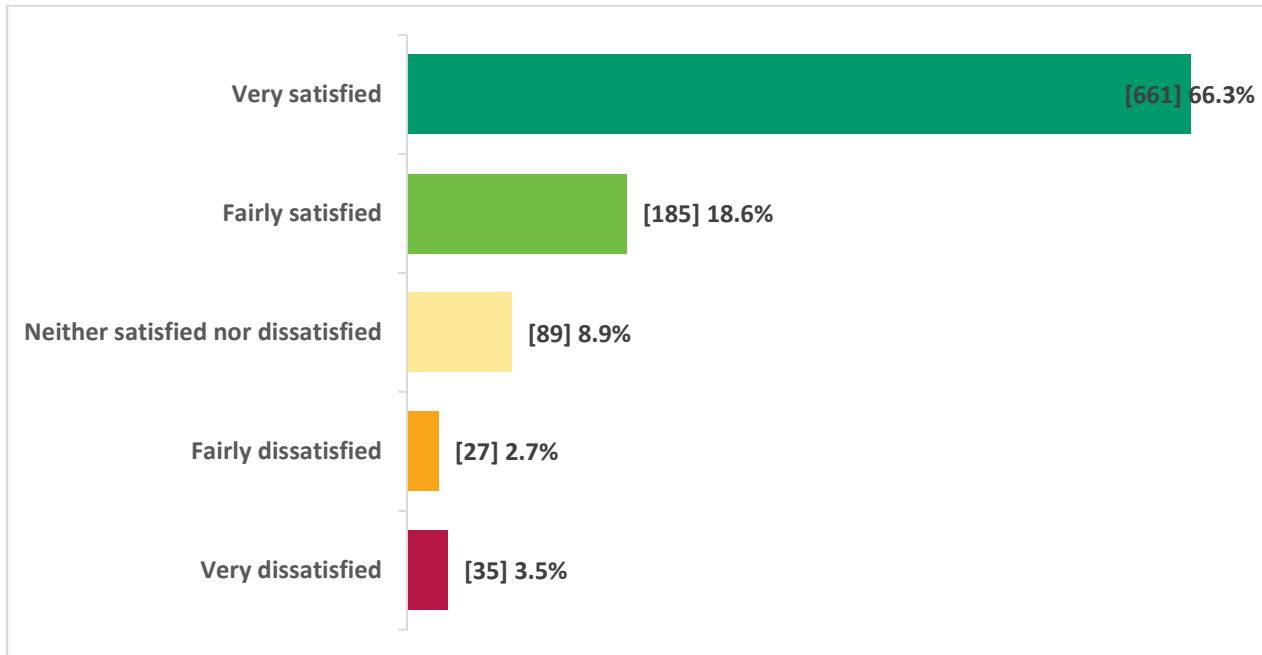
Analysis

- 75.9% (759 respondents) were fairly or very satisfied.
- Differences between property types show tenants living in Bungalows (82%) were marginally more satisfied than those in Flats (77%) and Houses (72%).
- This question was the top driver to overall satisfaction, making it arguably the most important aspect of the service to tenants.
- The repairs service was the issue most commented on by tenants when asking for reasons for dissatisfaction, particularly waiting for repairs (36). Other reasons given were: Damp/mould (17), Draughts/cracks (10), Heating (4), Doors/windows (3) and that repairs are done by the tenant (8).

TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Leger Homes provides a home that is safe?

84.9%



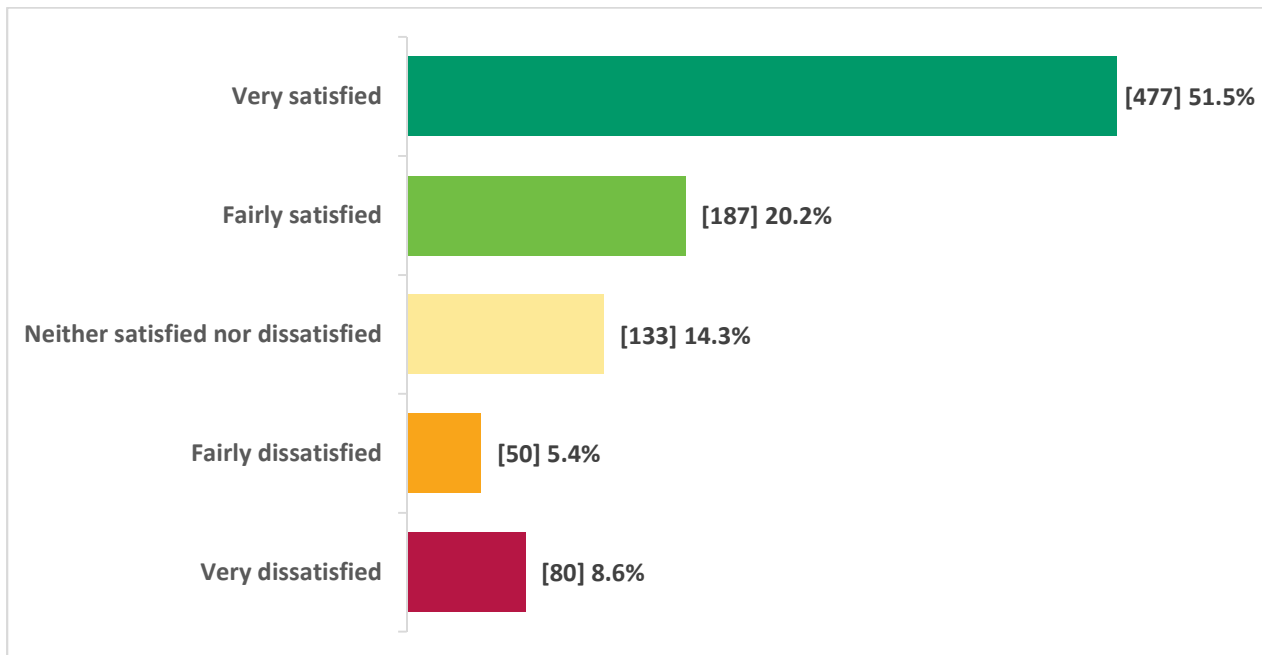
Analysis

- 84.9% (846 respondents) were fairly or very satisfied and this is the second highest scoring question on the survey.
- Scores are high across all management areas – ranging from Central (82%) to North (87%)
- Satisfaction is also high across all property types - Bungalows 90%, Houses 84% & Flats 80%.
- All age groups scored above 70% with the 60+ age group scoring 91%.
- Comments relating to dissatisfaction raised a variety of issues, relating to both the safety of the house itself and the wider neighbourhood, as follows: Quality of doors (13), Quality of house in general (12), Damp/mould (6), Garden (3) and Anti-social behaviour (13).

TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that St Leger Homes listens to your views and acts upon them?

71.6%



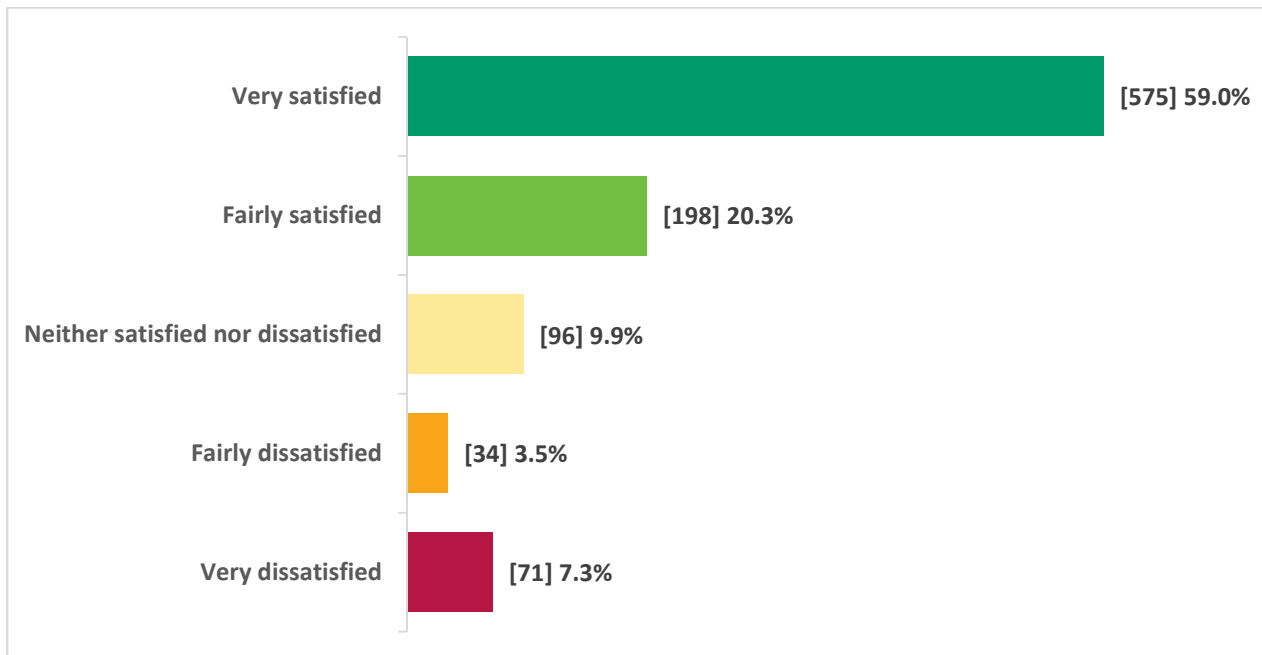
Analysis

- 71.6% (664 respondents) were fairly or very satisfied.
- As with most other questions, older tenants were more satisfied with this aspect – 60+ (80%) compared to Under 35 (64%) and 35-59 groups (66%).
- The question is the second ranked key driver to overall satisfaction showing its importance to tenants, which is backed up by the number of comments in TP01 relating to customer service and communication.
- Comments relating to dissatisfaction are broadly categorised as: St Leger don't get back to me (55) – particularly concerning repairs, nothing has been done about a particular issue (25) and they don't listen or do anything in general (24).

TP07 – Keeps you informed

How satisfied or dissatisfied are you that St Leger Homes keeps you informed about things that matter to you?

79.3%



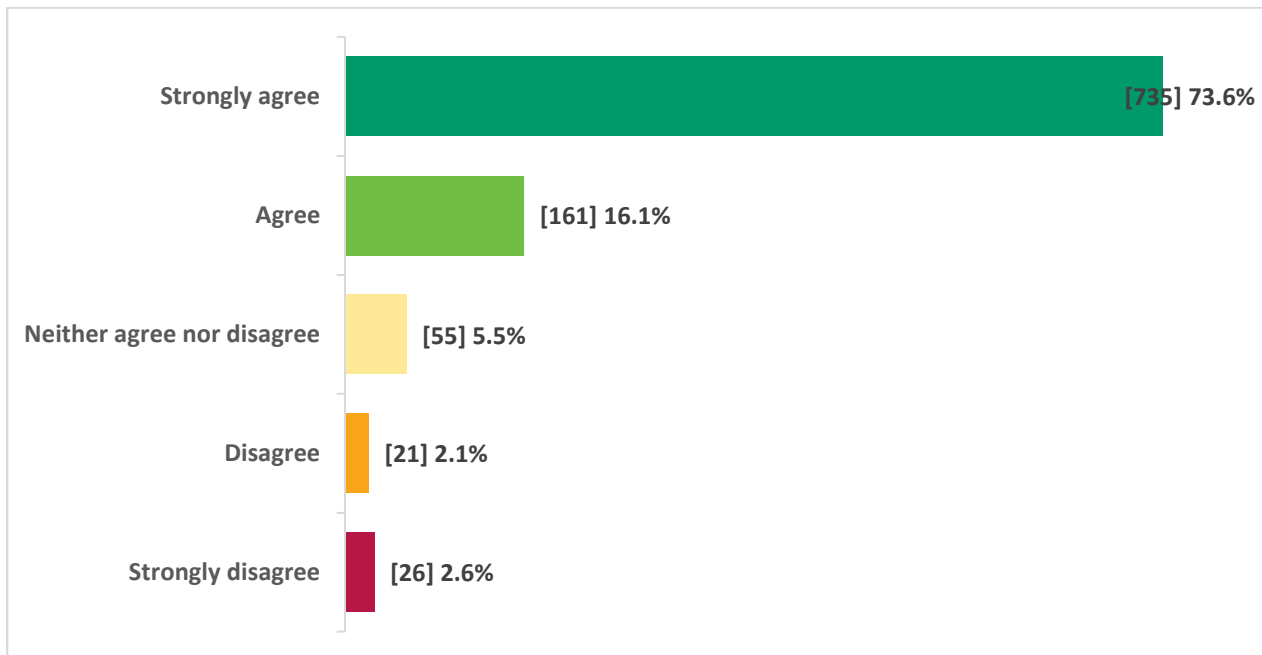
Analysis

- 79.3% (773 respondents) were fairly or very satisfied.
- Differences in scores between property types were only very marginal.
- Tenants in the Central area (74%) were less satisfied, compared to North (85%), East (82%) and South West (78%).
- The question is the third ranked key driver to overall satisfaction. Taken alongside TP06, Listening to views and acting on them, it does show the importance of good communication and customer service to residents.
- The most prominent reason given by tenants for dissatisfaction was that they don't hear anything from St Leger / are not kept informed (57). A further 9 said St Leger don't get back when they say they will and 8 that the information they do receive is not relevant.

TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: “St Leger Homes treats me fairly and with respect”?

89.8%



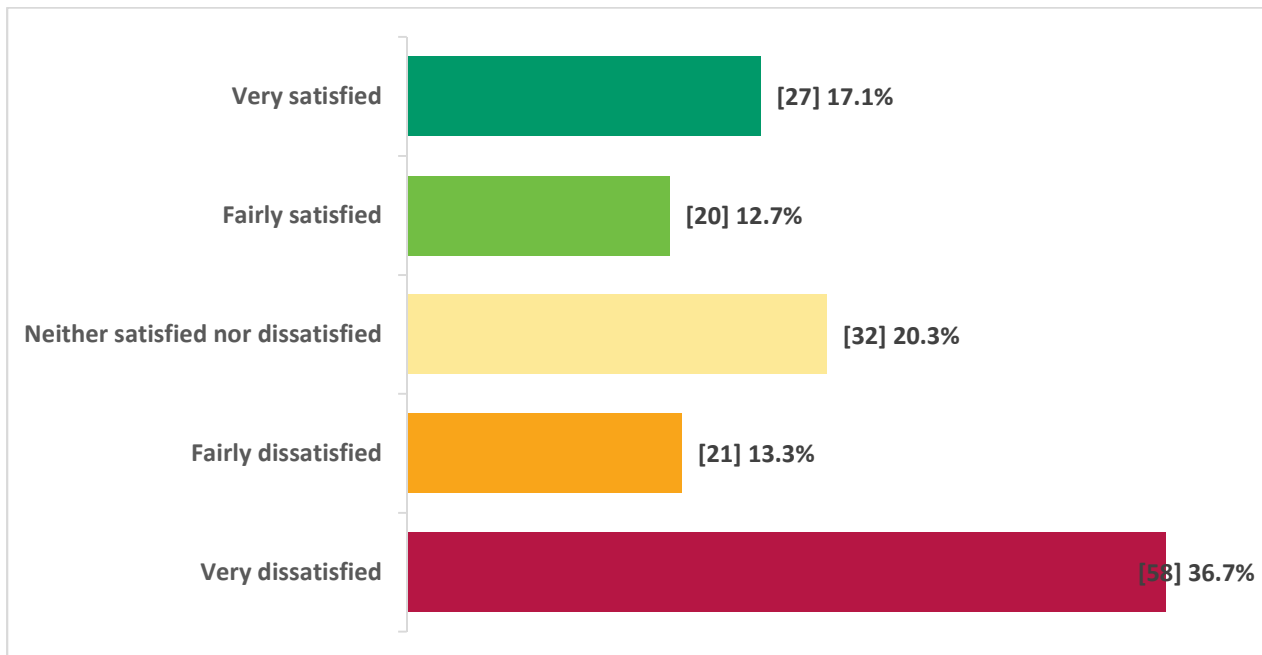
Analysis

- 89.8% (896 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- This is the highest scoring question on the survey.
- Differences between management area and property type were minimal.
- The differences in age were much less than on other questions – Under 35 (83%), 35-59 (88%), 60+ (93%).
- The question is the fifth ranked key driver to satisfaction.
- In the comments explaining dissatisfaction, 22 respondents said they had experienced rude or poor customer service, while 8 identified that they had not experienced the same level of service as other tenants.

TP09 – Approach to Complaints

How satisfied or dissatisfied are you with St Leger Homes approach to complaints handling?

29.7%



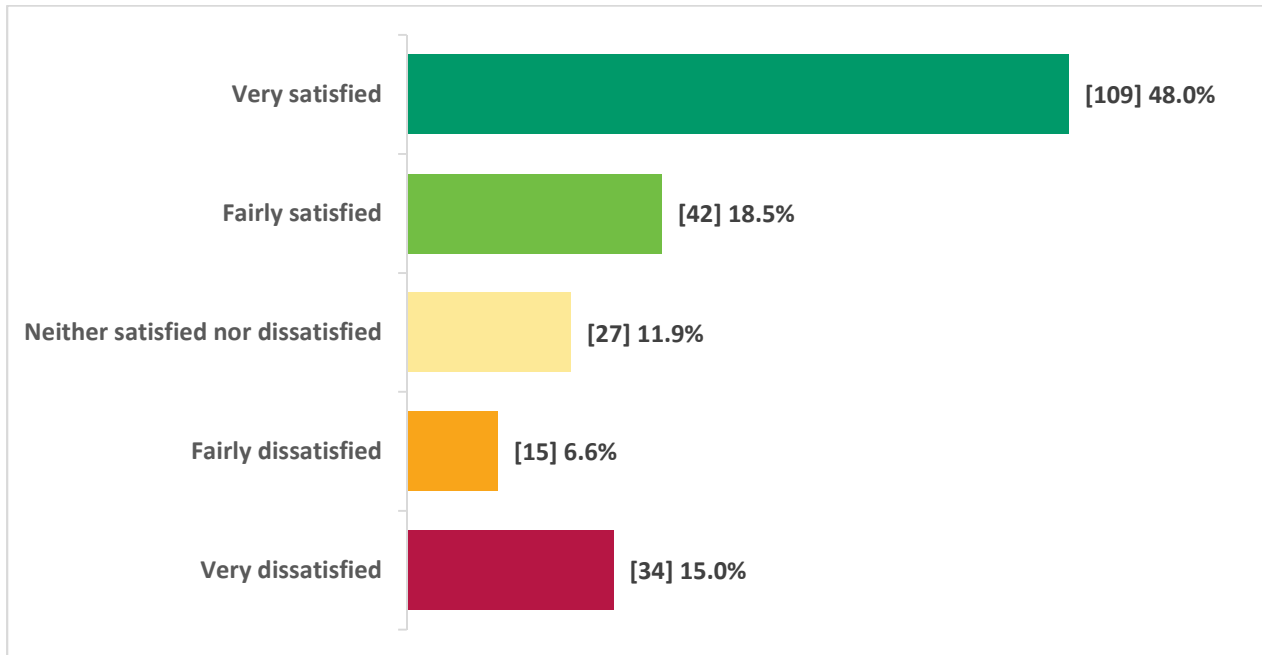
Analysis

- Residents were asked, “Have you made a complaint to St Leger Homes in the last 12 months?”. A total of 15.6% (158 respondents) stated ‘Yes’ compared to 83.9% (850 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP09 above, where 29.7% (47 respondents) were fairly or very satisfied.
- This is the lowest scoring question on the survey by some distance.
- Comments explaining dissatisfaction overwhelmingly gave the reason that ‘nothing was done’ (49), with 10 respondents saying they were unhappy as the process had taken too long or that they were still waiting for a resolution.

TP10 – Communal Areas

How satisfied or dissatisfied are you that St Leger Homes keeps these communal areas clean and well maintained?

66.5%



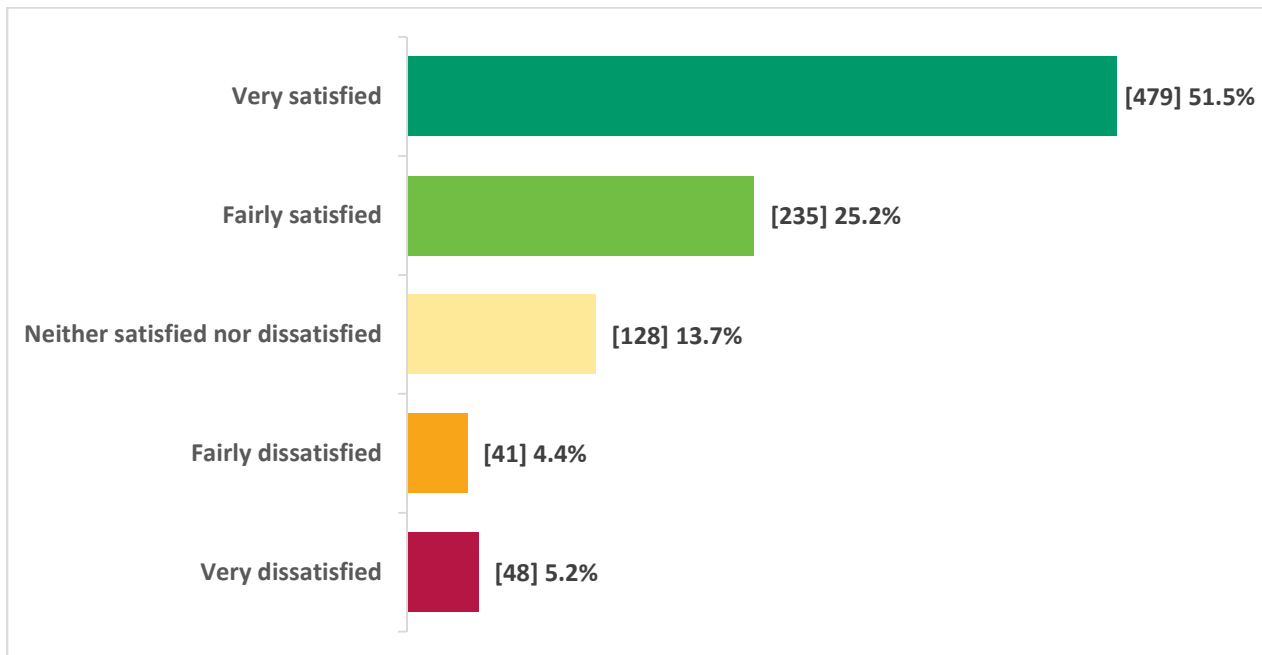
Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining?”. A total of 22.5% (228 respondents) stated ‘Yes’ compared to 76.7% (777 respondents) who stated ‘No’. A further 3 respondents stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 66.5% (151 respondents) were fairly or very satisfied.
- Tenants living in Flats were less satisfied at 60% compared with 76% for Bungalows and 82% for Houses.
- The scores for the management areas were broadly similar.
- Reasons for dissatisfaction following this question focused on areas not being cleaned / too much rubbish (22), issues with green / outside areas (9) and issues with ASB (2).

TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that St Leger Homes makes a positive contribution to your neighbourhood?

76.7%



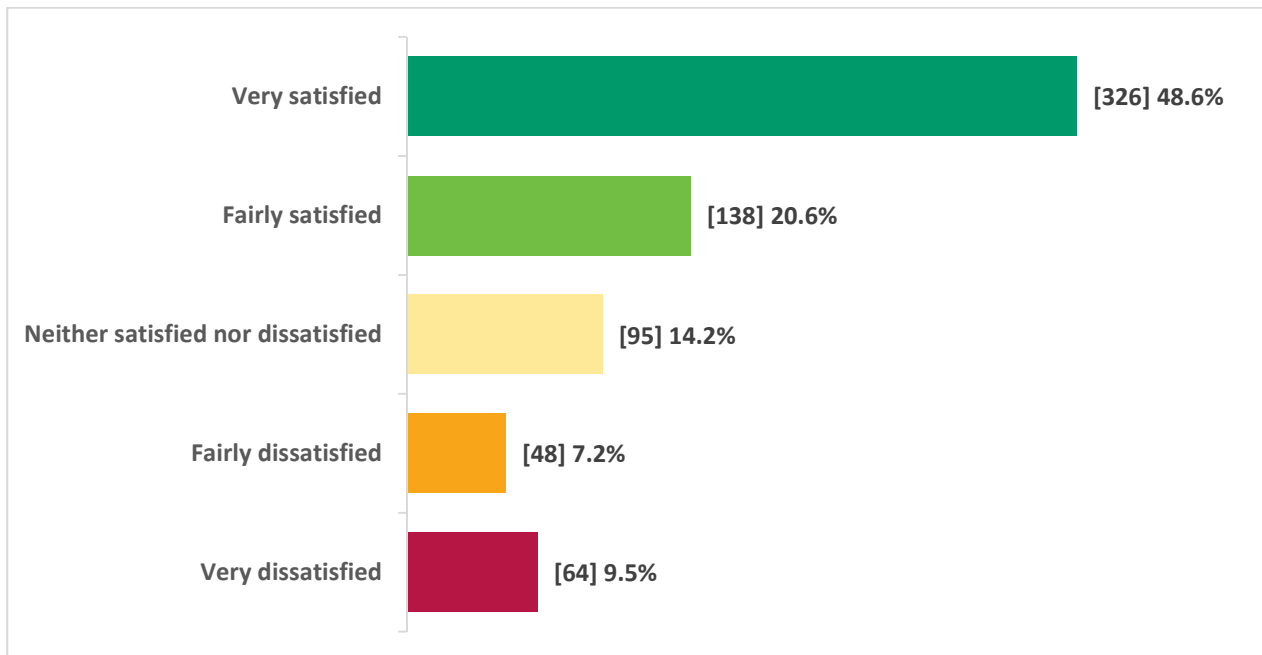
Analysis

- 76.7% (714 respondents) were fairly or very satisfied.
- A notable number of respondents – 82 – were unable to answer this question, replying 'don't know / non applicable'. Many of these said that were not aware of how St Leger Homes contributed to their neighbourhood, regardless of whether they were generally happy with the neighbourhood or not.
- Tenants in Bungalows (81%) were more satisfied than Houses (77%) and particularly Flats (70%).
- Tenants in the South West area (72%) were less satisfied than other areas – Central (76%), North (80%) and East (81%).
- When asking for reasons for dissatisfaction, the main reason given was 'They don't do anything / I don't know what they do (42). In addition, various areas of specific dissatisfaction were identified including: Not cleaning / rubbish (16), issues with ASB (7) and issues with the grass areas (11).

TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with St Leger Homes' approach to handling anti-social behaviour?

69.1%



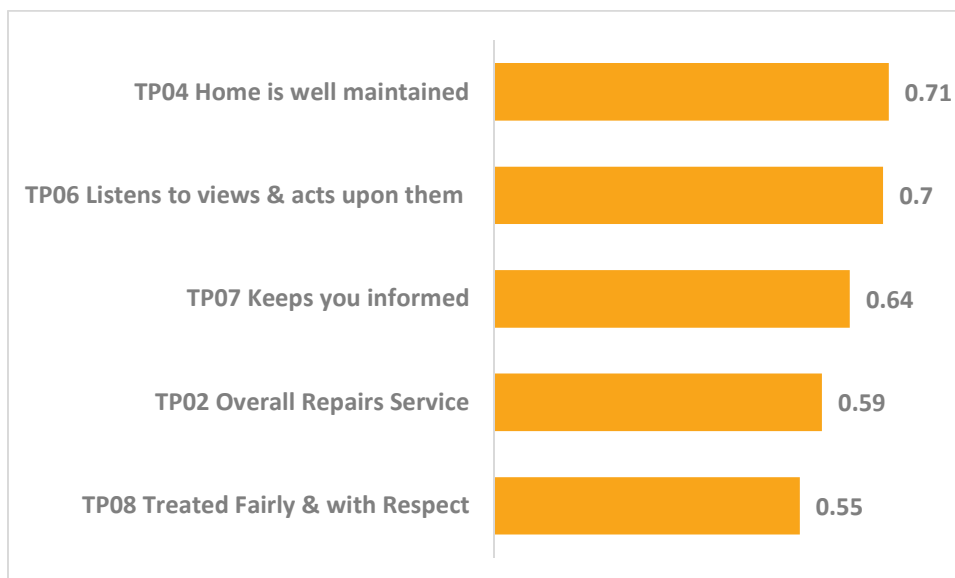
Analysis

- 69.1% (464 respondents) were fairly or very satisfied.
- As with TP11, a relatively large number of respondents – 342 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what St Leger did in this regard, including many who were pleased that they had not experienced anti-social behaviour but were still unable to judge their contribution.
- There were differences between the management areas, with residents in the East area scoring 78%, compared to Central (64%), North (68%) and South West (69%).
- Residents in Bungalows (77%) were more satisfied than those in Flats (62%) and Houses (68%).
- When asking for reasons for dissatisfaction, the main reason given was 'They don't do anything / it takes too long to deal with (56). In addition, various causes of ASB were identified including: Kids/teenagers (14), Drug users/dealers (9), Motorbikes (6), Dogs (3) and issues with a specific neighbour (3).

Further analysis

Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



Note - The analysis produces a correlation coefficient (or r value for short) with can range from -1.0 to +1.0. This rating can be interpreted using the following guide:

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

All those featured show strong correlations to the overall satisfaction score.

Quality of the home comes out as a very important driver with 'home being well maintained' and the 'overall repairs service' both featuring prominently.

The customer service element of the service is also shown as very important to tenants with 'Listens to your views and acts upon them', 'Keeping you informed' and 'Being treated fairly & with respect' showing a strong correlation.

Annex 1 - copy of questionnaire

Tenant Satisfaction Measures Survey

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by St Leger Homes?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q1a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q2 Has St Leger Homes carried out a repair to your home in the last 12 months?

- Yes
- No

Q2a How satisfied or dissatisfied are you with the overall repairs service from St Leger Homes over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q1a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q2b How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q2a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q3 How satisfied or dissatisfied are you that St Leger Homes provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q3a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q4 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that St Leger Homes provides a home that is safe?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q4a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q5 How satisfied or dissatisfied are you that St Leger Homes 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

Q5a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q6 How satisfied or dissatisfied are you that St Leger Homes 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

Q6a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q7 To what extent do you agree or disagree with the following: "St Leger Homes treats me fairly and with respect"?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable / don't know

Q7a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q8 Have you made a complaint to St Leger Homes in the last 12 months?

- Yes
- No

Q8a How satisfied or dissatisfied are you with St Leger Homes approach to complaints handling?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q8b (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q9 Do you live in a building with communal areas, either inside or outside, that St Leger Homes is responsible for maintaining?

- Yes
- No
- Don't know

Q9a How satisfied or dissatisfied are you that St Leger Homes keeps these communal areas clean and well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q9b (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q10 How satisfied or dissatisfied are you that St Leger Homes makes a positive contribution to your neighbourhood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q10a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q11 How satisfied or dissatisfied are you with St Leger Homes approach to handling anti-social behaviour?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

Q11a (If fairly or very dissatisfied) Please explain why you are dissatisfied.

Q12 Finally, are you happy for St Leger Homes to contact you about any of the answers you have given today?

- Yes
- No