

Main Report
Prepared January 2024
Tendring District Council
TSM Survey



**Kwest
Research**

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1. Executive Summary

1.1 Introduction & Background

The government's 'The Charter for Social Housing Residents: Social Housing White Paper', published in November 2020, set an expectation that the Regulator of Social Housing (the Regulator) would bring in a set of Tenant Satisfaction Measures (TSMs) on issues that matter to tenants. In September 2022, following a consultation, the Regulator published its decision on the final Tenant Satisfaction Measures.

From 1 April 2023, all registered providers that own relevant social housing stock must calculate and publish TSM results on an annual basis following the requirements set out by the Regulator and in accordance with the TSM Standard.

In September 2023, Kwest Research was commissioned to undertake a TSM postal survey on behalf of Tendring District Council. The Council had decided to adopt a postal approach due to a lack of confidence in the quality of their telephone number records. Also, only having 2,990 LCRA households, the organisation wanted to adopt a census approach, including all general needs and sheltered customers, giving everyone the opportunity to participate.

The aim of the survey is to provide information to meet the new TSM requirements, and to gather data on customer satisfaction with services that will help to identify resident priorities and inform strategies for the future.

This report contains a summary of key findings from the survey. Comparisons between the views of different sub-groups of the population are only included where there is a statistically significant difference in opinion.

All analysis and reports from the survey are available via Kwest's Online Analyst.

1.2 Overview Of TSM Findings

The table below presents an overview of results for the Tenant Satisfaction Measures. Analysis shows that positive ratings are highest for satisfaction with the repairs service and the time taken to complete the most recent repair. In contrast, satisfaction ratings are lowest for the way that complaints are handled.

Measure	Satisfied	Neither	Dissatisfied
TP01 Overall satisfaction	80%	8%	12%
TP02 Satisfaction with repairs	83%	5%	12%
TP03 Satisfaction with time taken to complete most recent repair	82%	6%	12%
TP04 Satisfaction that home is well maintained	75%	10%	15%
TP05 Satisfaction that home is safe	78%	10%	12%
TP06 Satisfaction that Tendring District Council listens to views & acts upon them	64%	18%	17%
TP07 Satisfaction that Tendring District Council keeps tenants informed about things that matter	65%	20%	15%
TP08 Agreement that Tendring District Council treats tenants fairly & with respect *	76%	14%	10%
TP09 Satisfaction with Tendring District Council's approach to handling complaints	45%	18%	37%
TP10 Satisfaction Tendring District Council keeps communal areas clean & well maintained	49%	15%	36%
TP11 Satisfaction Tendring District Council makes a positive contribution to neighbourhood	57%	26%	17%
TP12 Satisfaction with Tendring District Council's approach to handling ASB	53%	29%	17%

Table 1 Levels of tenant satisfaction & dissatisfaction

* TP08 is asked on an agree scale so the percentages are for agreement / disagreement on this measure

Research throughout the housing sector demonstrates the importance of the repairs service as a key driver of satisfaction. This can be seen in the Tendring results: 83% of customers who have had a repair completed express overall satisfaction with the service they receive compared to 73% of those who have not had a repair to their home carried out in the last 12 months. Furthermore, 94% of customers who are satisfied with the repairs service over the last 12 months also express satisfaction with the overall service from Tendring. In contrast, 41% of customers who are dissatisfied with the repairs service in the last year are similarly dissatisfied with the overall service.

In addition, customers who have had a repair completed in the last 12 months are significantly more likely, than those who have not, to express satisfaction with related measures such as the home being well maintained and safe; Tendring listening to their views and acting upon them; and treating them fairly and with respect.

1.3 Key Trends In The Data

Kwest last carried out a satisfaction survey for Tendring in 2018 and overall satisfaction has fallen from 90% on that occasion to 80% in 2023. In Kwest's experience, satisfaction levels fell across the entire social housing sector during the covid pandemic as lockdowns and other restrictions impacted services. The majority of the TSM questions are new and so further comparisons with the 2018 survey are limited.

A very common finding in housing research is that older customers generally express more positive views than their younger counterparts. However, in the Tendring results, the difference in satisfaction between these groups is often within the margin of error, including for key measures such as overall satisfaction and satisfaction with the overall repairs service in the last 12 months. Tenants aged 65+ are significantly more satisfied, than those aged under 65, with some of the TSMs including:

- The time taken to complete the most recent repair (88% compared to 78%)
- Homes being well maintained (80% versus 72%)
- Homes being safe (85% compared to 75%)
- Cleaning and maintenance of communal areas of the building (61% versus 43%)
- Tendring making a positive contribution to the neighbourhood (62% compared to 53%)
- The Council's handling of anti-social behaviour (62% compared to 49%).

Similarly, the difference in views between general needs and sheltered customers is often not statistically significant. This is partly due to the small number of sheltered responses, which means that differences in satisfaction have to be large before they can be considered as meaningful. It is a common finding for sheltered tenants to return more positive views than general needs customers, partly due to their age but also the additional services they receive, but this is not always the case for Tendring's tenants. The aspects of service where there are a significant difference in opinions are:

- The overall service: sheltered customers are significantly *less* satisfied than general needs tenants (70% compared to 81%)
- Views are listened to and acted upon: sheltered tenants return significantly *lower* levels of satisfaction than general needs customers (52% versus 65%)
- Communal areas being kept clean and well maintained: on this measure sheltered customers return *more* positive views than general needs tenants (70% compared to 45%)

For the majority of the TSM questions, views by postcode area are within the margin of error when compared to the results as a whole. The exceptions to this general rule are shown below:

- Compared to the results for the overall population, tenants in CO12 are significantly *more* satisfied and those in CO15 significantly *less* satisfied that their homes are well maintained.
- Customers in CO15 are also significantly *less* satisfied that their homes are safe and with Tendring's handling of anti-social behaviour.

2. Housing & Services

2.1 TP01 Overall Satisfaction

The first question in the survey is TP01 Overall Satisfaction: *taking everything into account, how satisfied or dissatisfied are you with the service provided by Tendring District Council?*

80% of tenants are satisfied with the overall service they receive from the Council and satisfaction has fallen since the previous survey carried out by Kwest in 2018.

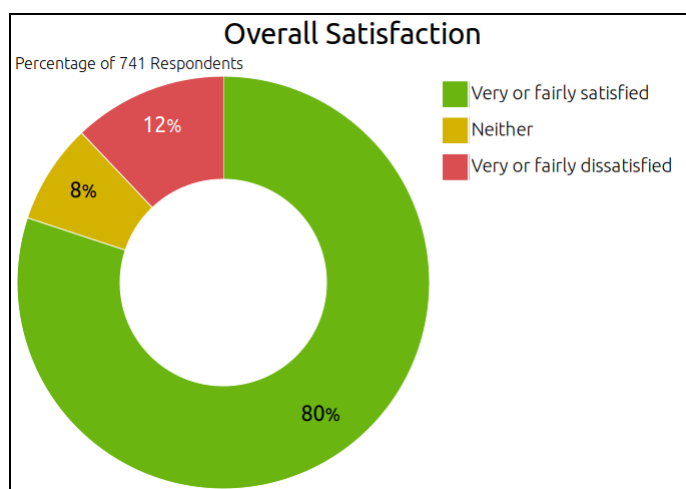


Figure 2.1

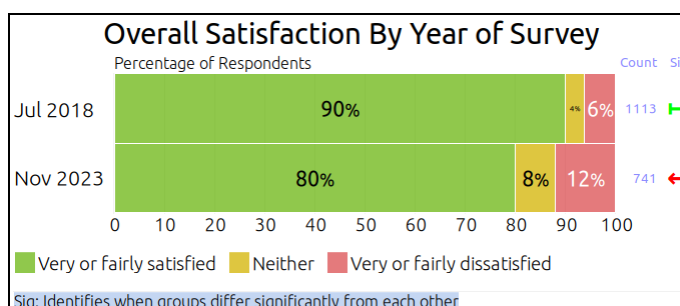


Figure 2.2

General needs tenants return significantly higher levels of satisfaction than sheltered customers. Tenants living in properties other than flats or houses are significantly more satisfied with the overall service, compared to the results for the population as a whole. The majority of these 'other' properties are bungalows, so these customers have an older age profile, which may be driving the difference in satisfaction.

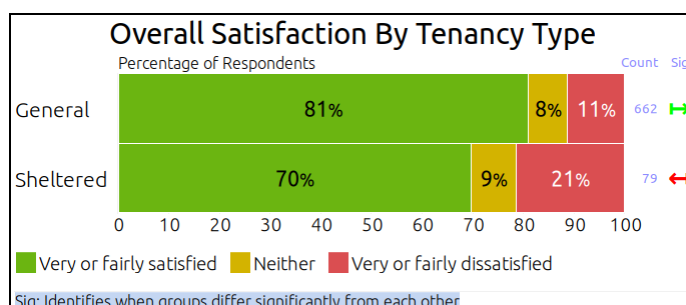


Figure 2.3

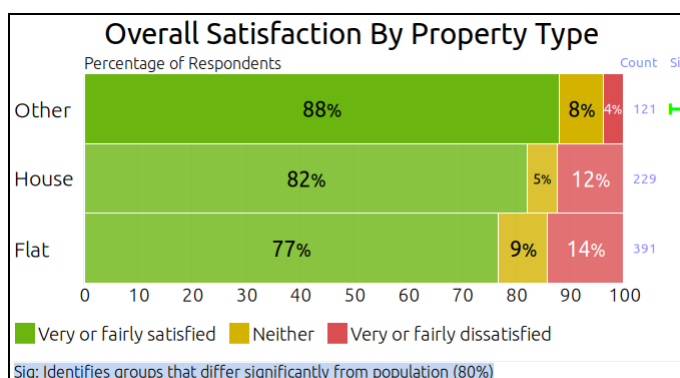


Figure 2.4

3. The Repairs Service

Repair related issues generally form the most common reason for contacting a landlord and therefore, achieving good satisfaction levels in this area is important. The significance of the service has also been highlighted in work carried out by HouseMark as part of its STAR analysis, confirming that the service is a key driver of overall satisfaction with the housing provider.

The importance of the service to Tendring tenants is also demonstrated by the fact that 70% of customers have had a repair carried out to their home in the last 12 months. Furthermore, customers who have had a repair carried out are more likely to express satisfaction with the overall service than those who have not.

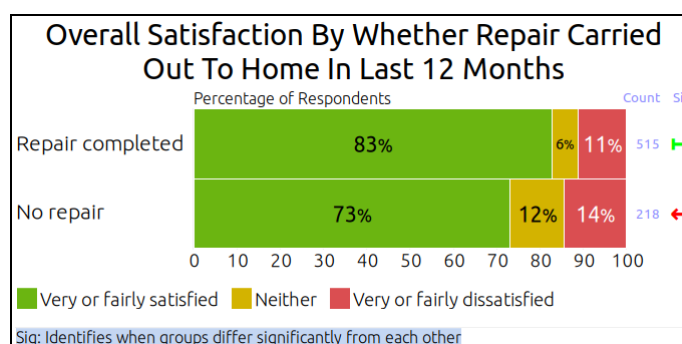


Figure 3.1

3.1 TP02 Satisfaction With Overall Repairs Service In Last 12 Months

Tenants who have had a repair carried out to their home in the last 12 months were asked: *how satisfied or dissatisfied are you with the overall repairs service from Tendring District Council over the last 12 months?*

83% of LCRA customers express satisfaction with the overall repairs service, whilst 12% are dissatisfied, making this the area of service mostly highly rated by tenants. There are no significant differences in opinion on this measure amongst sub-groups of the population.

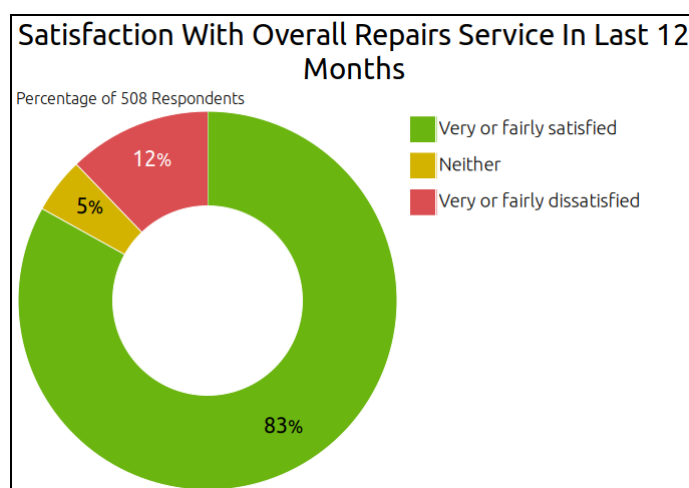


Figure 3.2

Customers who are satisfied with the repairs service over the last 12 months are significantly more likely to be satisfied with the overall service than those who are dissatisfied with the repairs service in the last year.

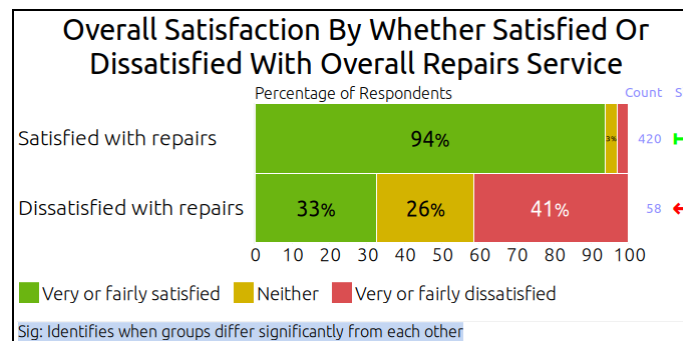


Figure 3.3

3.2 TP03 Satisfaction With Time Taken To Complete Most Recent Repair

LCRA customers who have had a repair carried out in the last 12 months were also asked: *how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?*

82% express satisfaction with the speed with which their last repair was completed with older tenants, aged 65+, being significantly more satisfied than their younger counterparts on this measure.

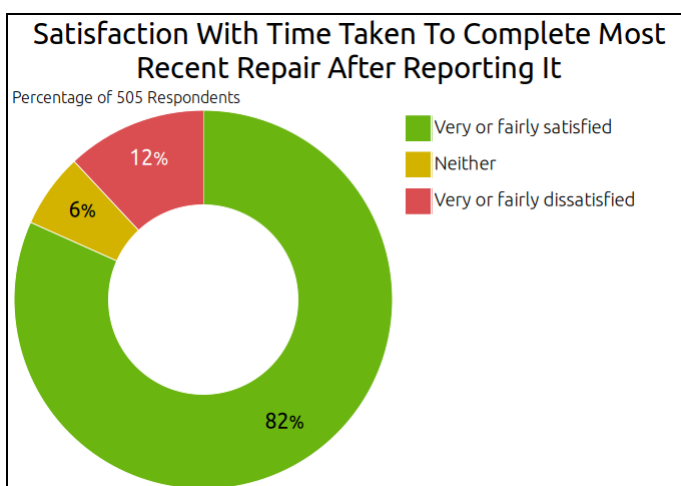


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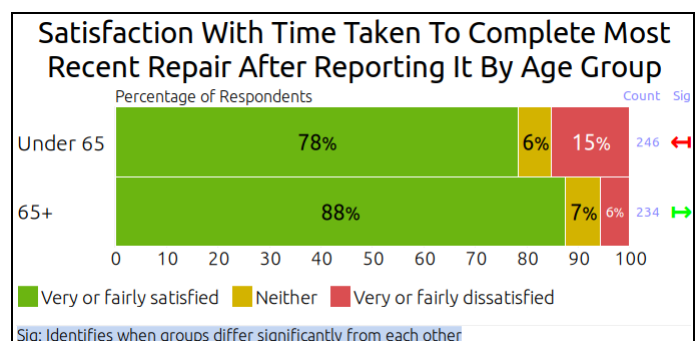


Figure 3.5

4. Homes

The Tenant Satisfaction Measures focus on two key factors: homes being well maintained and homes being safe.

4.1 TP04 Satisfaction With The Home Being Well Maintained

LCRA customers were asked about their satisfaction that their home is well maintained: *how satisfied or dissatisfied are you that Tendring District Council provides a home that is well maintained?* Overall, 75% of LCRA customers are satisfied with this measure, with older tenants, aged 65+, returning more positive views than their younger counterparts.

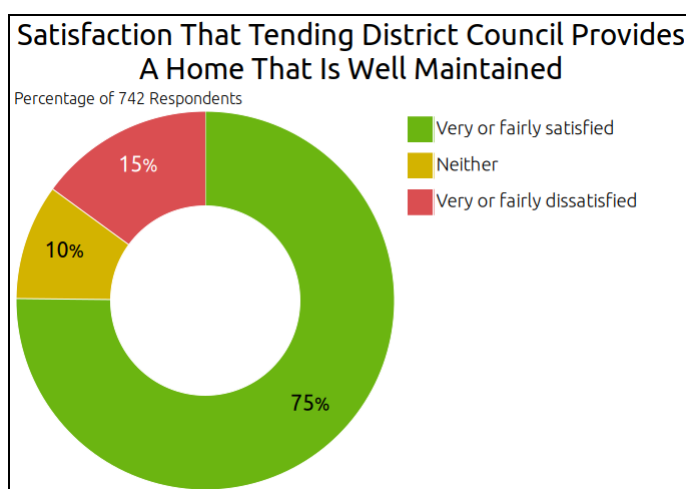


Figure 4.1

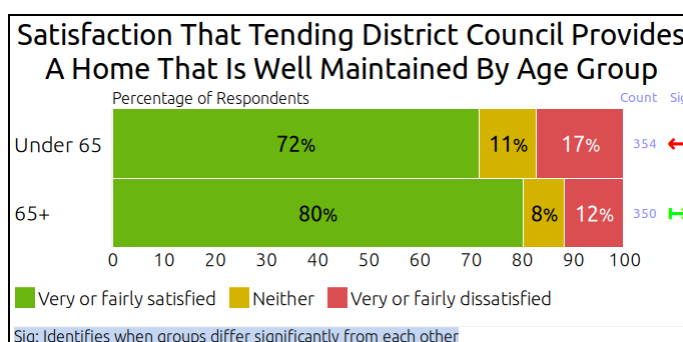


Figure 4.2

Tenants who have had a repair carried out to their home in the last 12 months return significantly higher levels of satisfaction that their home is well maintained than those who have not had a repair completed in the last year. Customers in CO12 are significantly more satisfied and those in CO15 significantly less satisfied on this measure than the population as a whole.

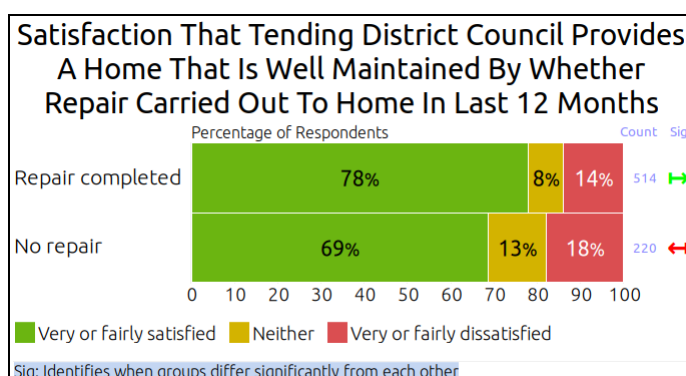


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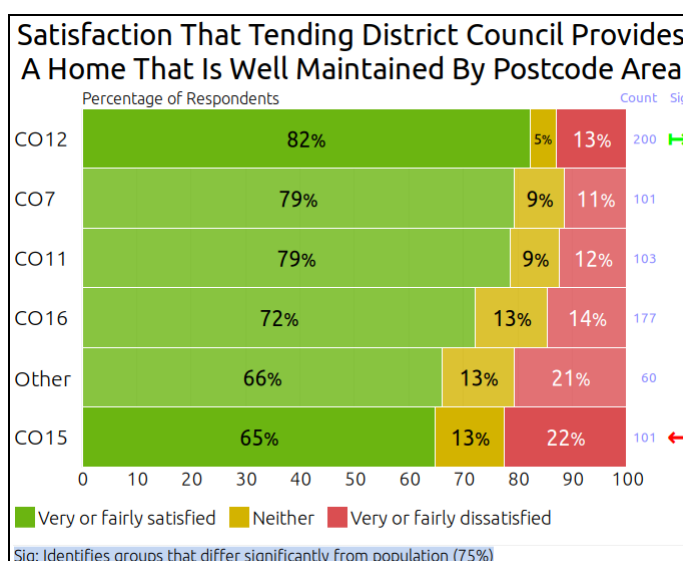


Figure 4.4

4.2 TP05 Home Safety

The TSM question about the safety of the home asks: *thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Tendring District Council provides a home that is safe?*

78% of tenants are satisfied that their home is safe with younger customers, aged under 65, returning lower levels of satisfaction than older tenants.

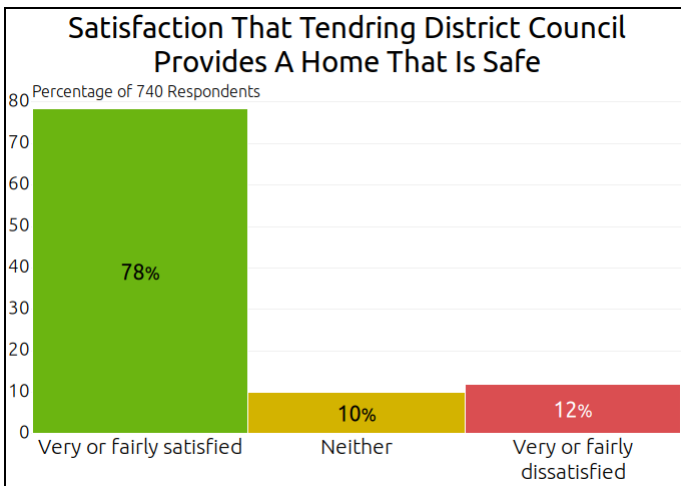


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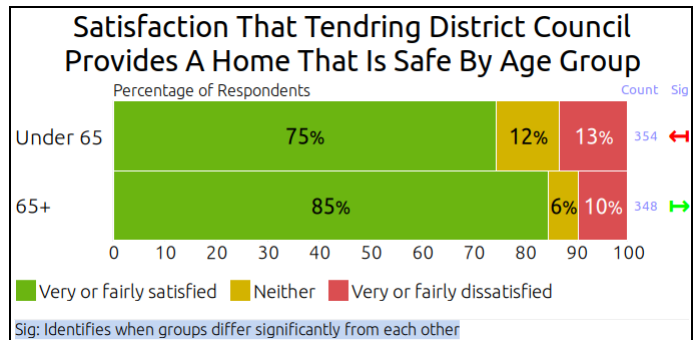


Figure 4.6

Customers who have had a repair carried out to their home in the last 12 months are significantly more satisfied with the safety of their home compared to those who have not had a repair completed. Tenants in CO15 are significantly less satisfied, than the population as a whole, on this measure.

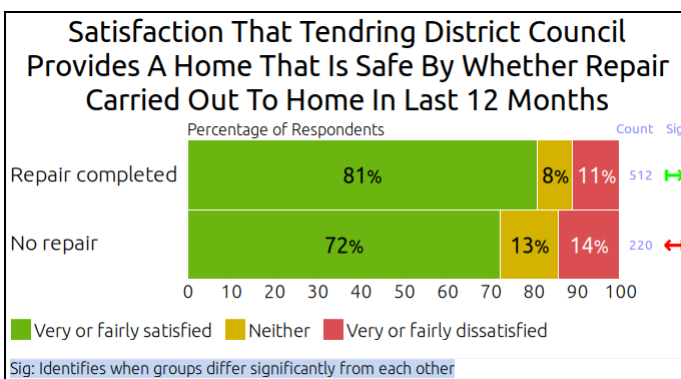


Figure 4.7

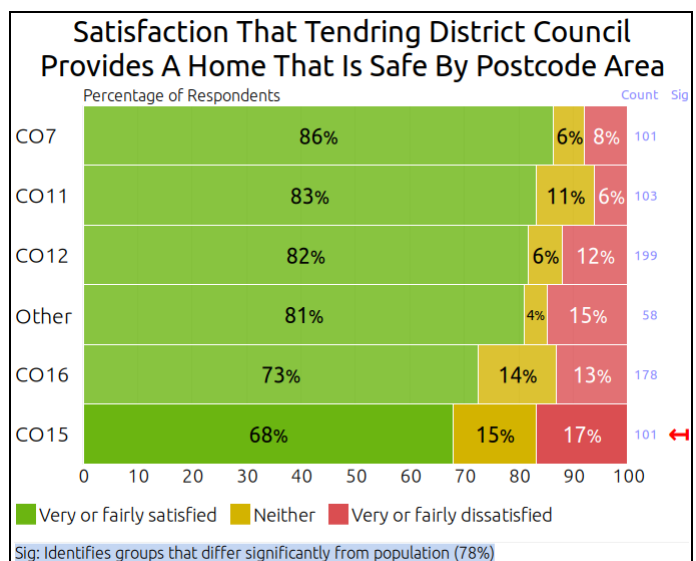


Figure 4.8

5. Communication & Consultation

The TSMs include three questions around consultation and communication: satisfaction that views are listened to and acted upon; satisfaction that customers are kept informed; and agreement that customers are treated fairly and with respect.

5.1 TP06 Satisfaction That Views Are Listened To & Acted Upon

The TSM around consultation asks: *how satisfied or dissatisfied are you that Tendring District Council listens to your views and acts upon them?* 64% of LCRA customers are satisfied on this measure with general needs tenants being significantly more satisfied than sheltered customers.

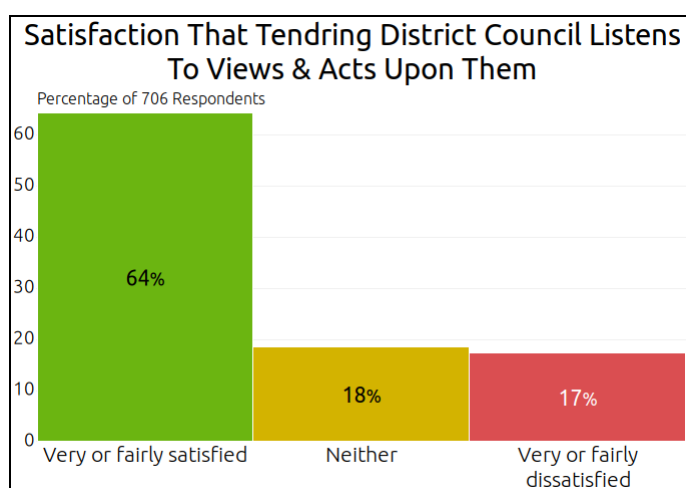


Figure 5.1

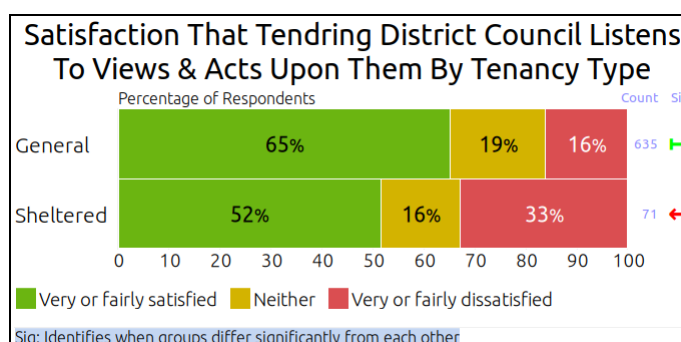


Figure 5.2

Customers who have had a repair carried out in the last 12 months return significantly higher satisfaction than those who have not, with their views being listened to and acted upon.

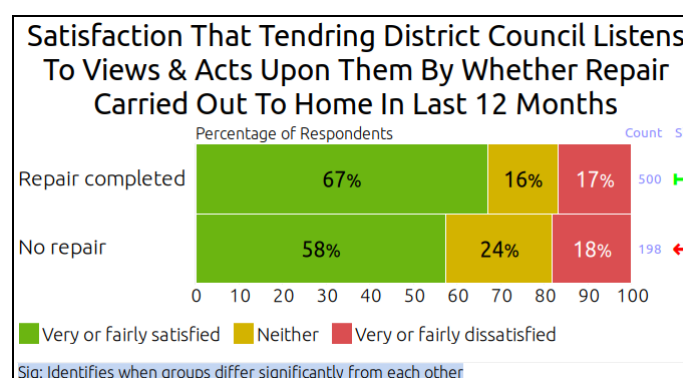


Figure 5.3

5.2 TP07 Satisfaction With Being Kept Informed

The TSM question around communication asks customers: *how satisfied or dissatisfied are you that Tendring District Council keeps you informed about things that matter to you?* In Kwest’s experience, satisfaction is generally higher on this measure than with views being listened to and acted upon but the findings show this is not the case for Tendring’s tenants: 65% of LCRA customers express satisfaction with being kept informed (compared to 64% who are satisfied with their views being listened to and acted upon). There is no statistically significant difference in views amongst sub-groups of the population on this measure.

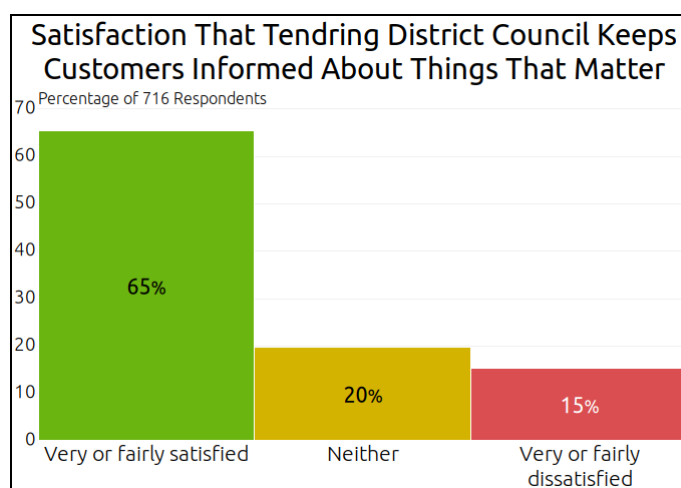


Figure 5.4

5.3 TP08 Being Treated Fairly & With Respect

The question about being treated fairly and with respect is the only TSM not on a satisfaction scale. Instead, it asks: *to what extent do you agree or disagree with the following “Tendring District Council treats me fairly and with respect”?* The proportion of LCRA customers agreeing with this statement is 76%. Tenants who have had a repair to their home completed in the last 12 months are significantly more satisfied on this measure than those who have not had a repair carried out.

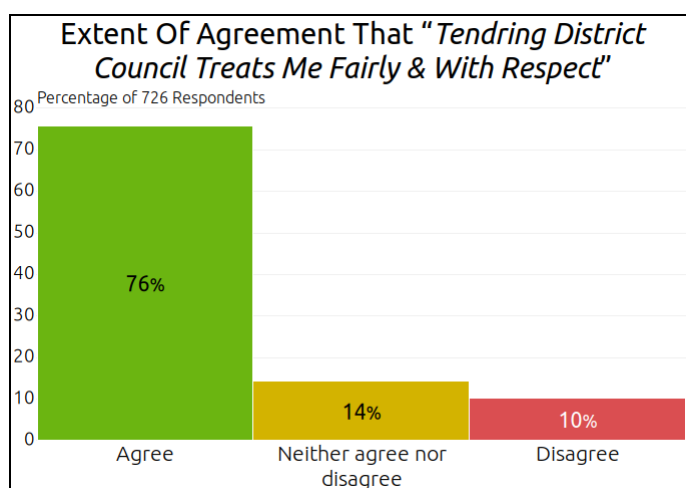


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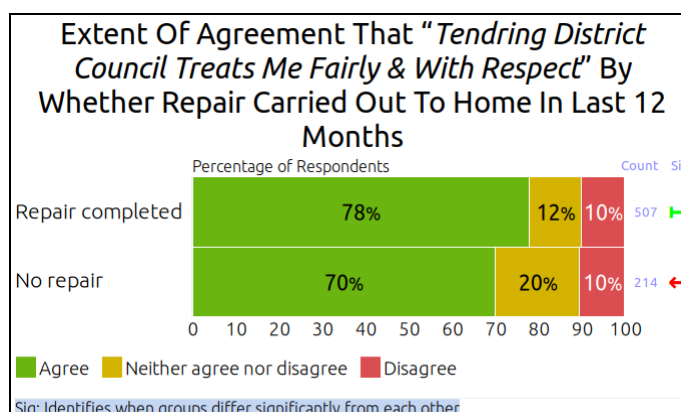


Figure 5.6

6. Complaint Handling

Customers who have made a complaint to their landlord are always likely to be less positive about the service they have received, although the way complaints are handled can make a difference to how the organisation is perceived.

23% of LCRA customers say they have made a complaint to the Council during the last 12 months. Interestingly, given their generally less positive views on many aspects of service, customers who have not had a repair completed in the last 12 months are less likely to have made a complaint than those who have had a repair carried out. Customers who live in flats are significantly more likely and those in houses significantly less likely to have made a complaint than the population overall.

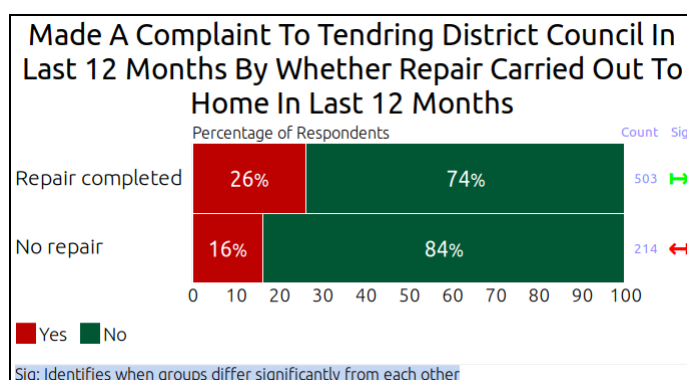


Figure 6.1

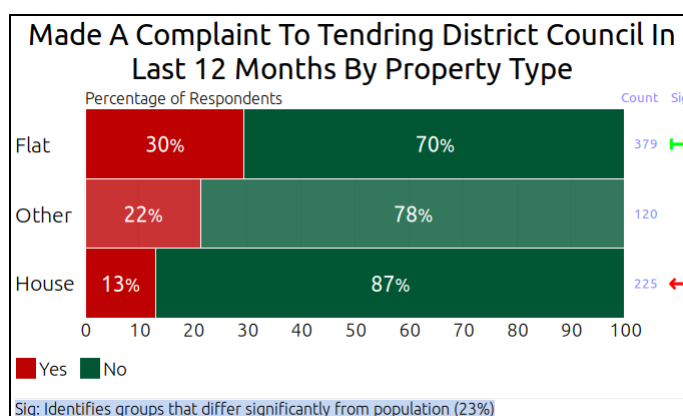


Figure 6.2

6.1 TP09 Satisfaction With Complaint Handling

Customers who have made a complaint were asked: *how satisfied or dissatisfied are you with Tendring District Council's approach to complaints handling?* 45% of customers making a complaint express satisfaction, whilst 37% are dissatisfied on this measure.

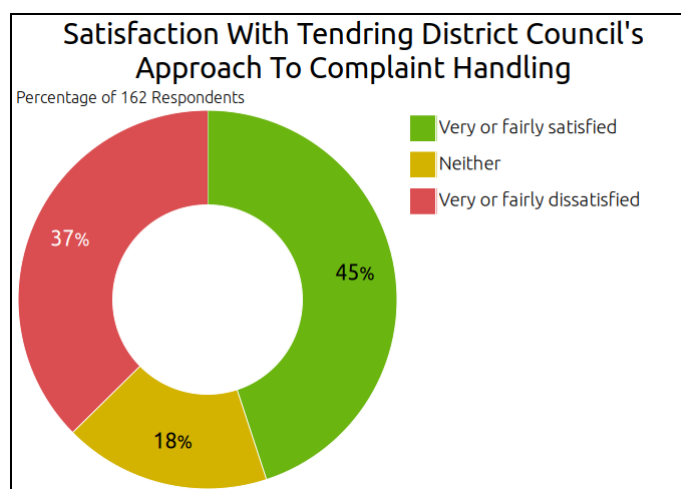


Figure 6.3

7. Communal Areas & The Neighbourhood

For customers living in buildings with communal areas, the cleaning and maintenance of these areas can make a big difference to quality of life. The cleaner or caretaker for blocks may also be the member of staff customers see most frequently.

51% of LCRA customers live in a building with communal areas, either inside or out, that Tendring District Council is responsible for maintaining, with sheltered tenants being more likely to do so than general needs tenants.

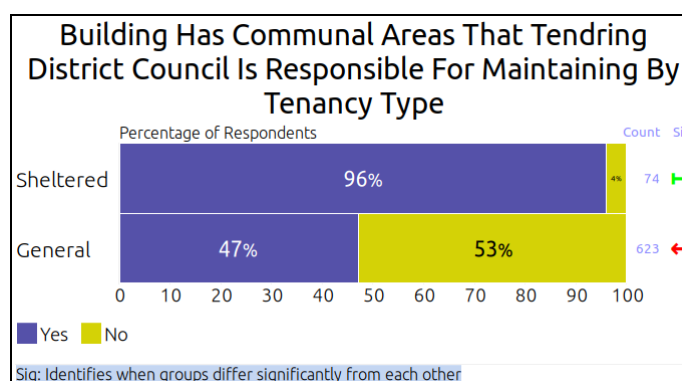


Figure 7.1

7.1 TP10 Satisfaction That Communal Areas Are Kept Clean & Well Maintained

Those customers who live in a building with communal areas that the Council is responsible for maintaining were asked: *how satisfied or dissatisfied are you that Tendring District Council keeps these communal areas clean and well maintained?* This aspect of service has the second lowest overall ratings (after satisfaction with complaint handling): 49% of tenants are satisfied and 36% are dissatisfied on this measure.

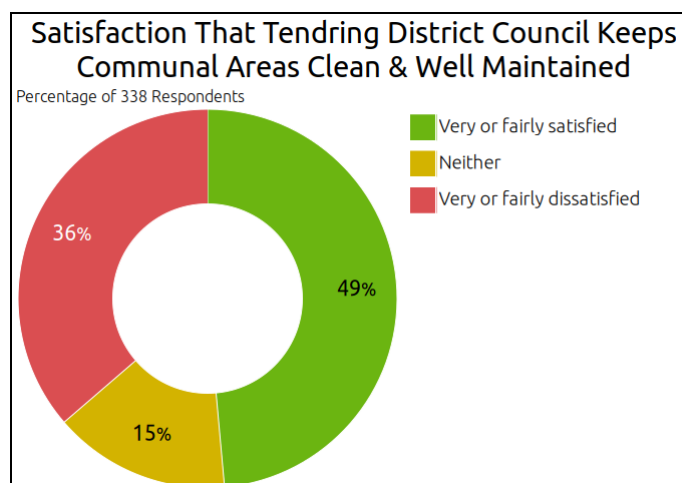


Figure 7.2

Sheltered tenants are significantly more satisfied than general needs customers that the Council keeps the communal areas of their building clean and well maintained. Similarly, older tenants, aged 65+, return significantly higher levels of satisfaction than their younger counterparts.

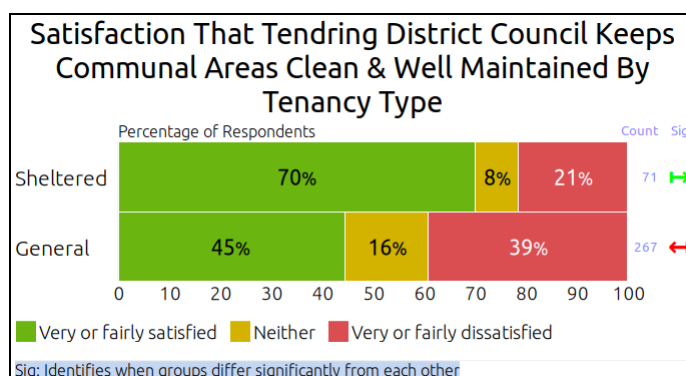


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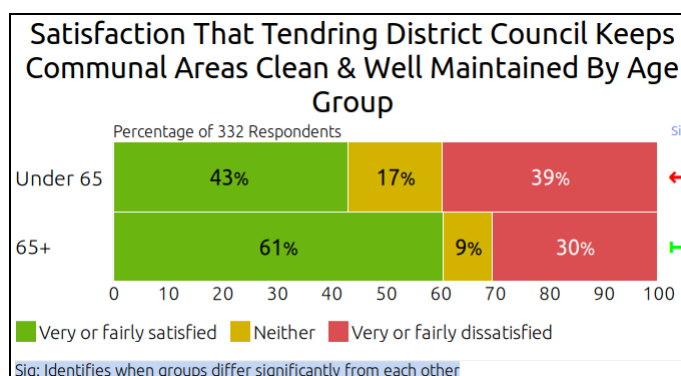


Figure 7.4

7.2 TP11 Satisfaction That Tendring District Council Makes A Positive Contribution To The Neighbourhood

LCRA customers were asked: *how satisfied or dissatisfied are you that Tendring District Council makes a positive contribution to your neighbourhood?*

57% express satisfaction, whilst 17% are dissatisfied on this measure, with older tenants, aged 65+, expressing significantly more positive views than those under 65.

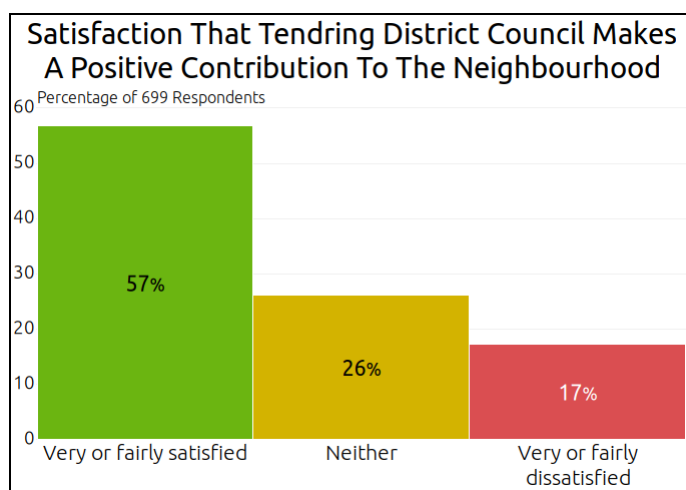


Figure 7.5

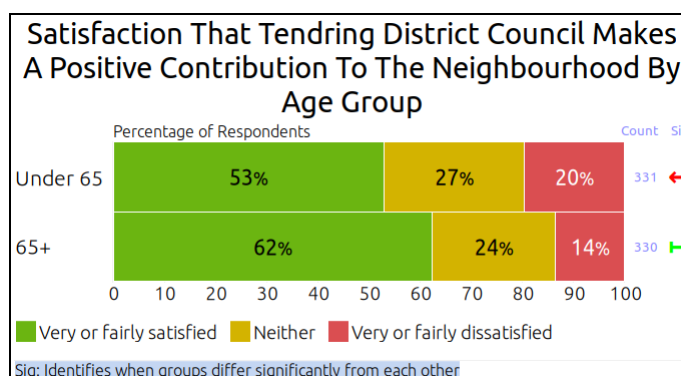


Figure 7.6

7.3 TP12 Satisfaction With Tendring District Council's Handling Of ASB

The final Tenant Satisfaction Measure concerns the handling of ASB cases. Unlike complaints handling, there is no control question asking whether customers have experienced anti-social behaviour or reported a case to their housing provider in the last 12 months. Therefore, all LCRA customers were asked: *how satisfied or dissatisfied are you with Tendring District Council's approach to handling anti-social behaviour?*

The results show that 53% of LCRA customers are satisfied on this measure, with younger customers returning significantly lower levels of satisfaction than those aged 65+.

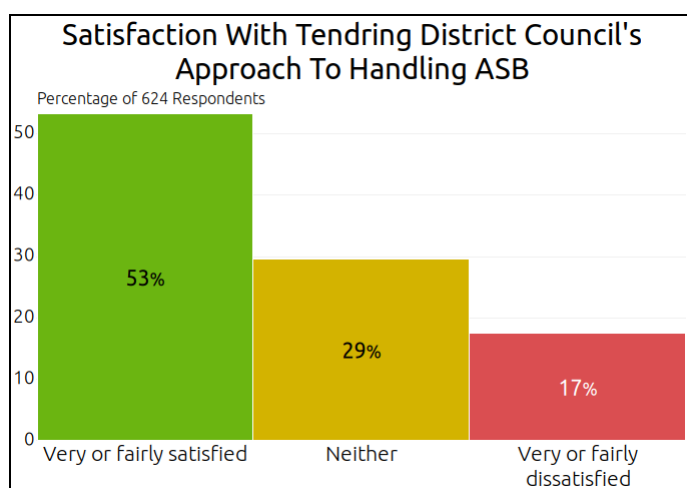


Figure 7.7

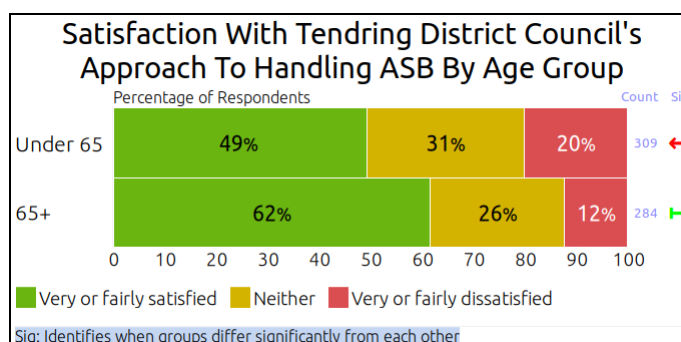


Figure 7.8

Customers in CO15 are significantly less satisfied than the population overall with the Council's handling of anti-social behaviour.

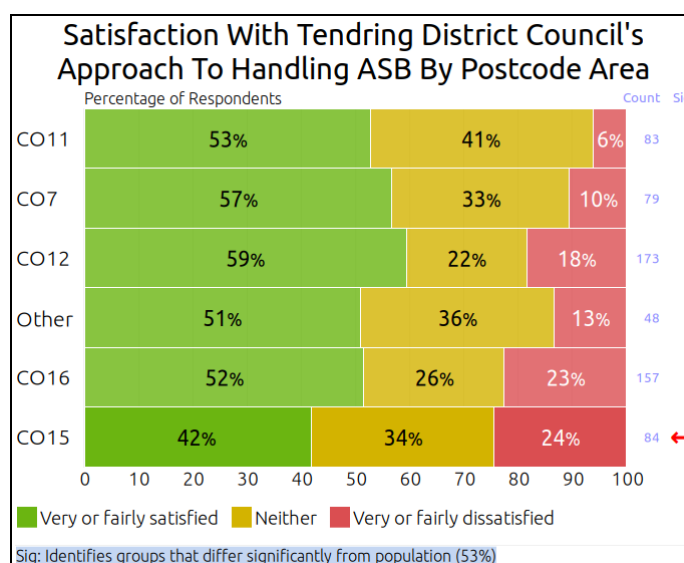


Figure 7.9

7.4 Problems In The Neighbourhood

To establish more information about the neighbourhood, customers were asked to say whether potential issues in the area were a major problem, a minor problem or not a problem at all. The most frequently cited neighbourhood problems are car parking, rubbish or litter and dog fouling. Full details are shown in the graph below.

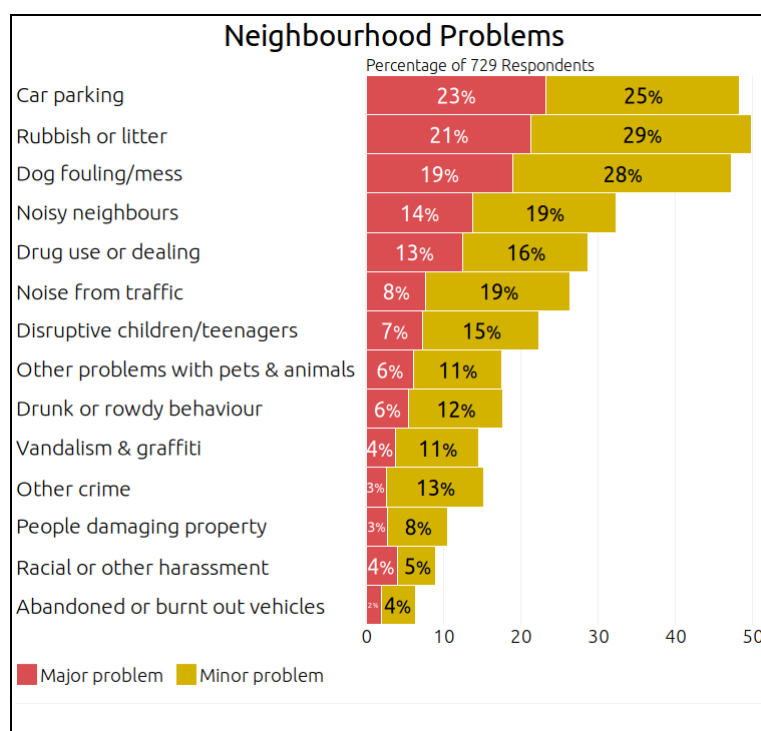


Figure 7.10

The same question was asked in the 2018 survey, excluding the options for dog fouling and other problems with pets or animals, which allows for comparison over time. In the majority of instances, the proportion of customers citing each issue as a major problem is within the margin of error of the results. The changes that are statistically significant are:

- The proportion of tenants citing car parking as a major problem in their area has fallen from 32% in 2018 to 23% in 2023.
- Noise from traffic is also less likely to be cited as a major problem in 2023 (8% compared to 12% in 2018)

There are also some significant differences in views amongst sub-groups of the population and these are shown below.

Age Group

Tenants under 65 are more likely than those aged 65+ to say that the following issues are a major problem in their area:

- Rubbish or litter (24% compared to 16%)
- Noisy neighbours (17% versus 8%)
- Drug use or dealing (15% versus 9%)
- Other problems with pets and animals (8% compared to 3%)

Tenancy Type

General needs tenants are more likely than sheltered customers to report the following issues as major problems in their area:

- Noisy neighbours (15% compared to 3%)
- Other problems with pets and animals (7% compared to 0%)

Property Type

- Customers who live in flats are more likely and those in houses less likely than the population as a whole to report that rubbish and litter is a problem in their area (27% of customers in flats & 11% of those in houses say this is a major problem)
- 8% of customers who live in houses report drug use and dealing as a major problem in their neighbourhood (a lower proportion than for the population as a whole)
- 7% of tenants living in houses say that noisy neighbours are a major problem (a lower proportion than for the population as a whole)
- 1% of tenants in houses cite racial or other harassment as a major issue (a lower proportion than for the whole population)

Postcode Area

- Customers in CO15 are more likely than the population as a whole to cite car parking (36%), noise from traffic (17%), and people damaging property (7%) as major problems in their area.
- Tenants in CO16 are more likely than the overall population to say that rubbish or litter (34%), disruptive children/teenagers (15%), racial or other harassment (9%) and vandalism or graffiti (8%) are major problems in the neighbourhood.
- Customers in CO11 are less likely than the population as a whole to cite rubbish or litter (8%), disruptive children/teenagers (2%) and drunk or rowdy behaviour (1%) as major issues in the area.
- Tenants in CO7 are less likely than the overall population to mention dog fouling (11%), rubbish or litter (8%), drug use or dealing (5%) as major problems in their neighbourhood

7.5 How The Neighbourhood Is Changing

Tenants were asked how they think their neighbourhood has changed over the last three years. The largest proportion of respondents (57%) state that the area where they live has not changed, however, 8% consider it has got better, whilst 18% say it has got worse.

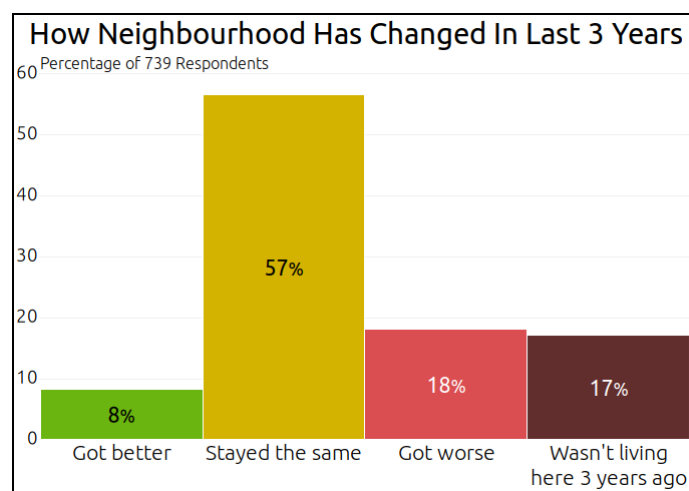


Figure 7.11

8. Value For Money

The Tendring survey also included a question about customers' satisfaction with the value for money of their rent. 85% of tenants are satisfied on this measure, a fall from 89% in 2018

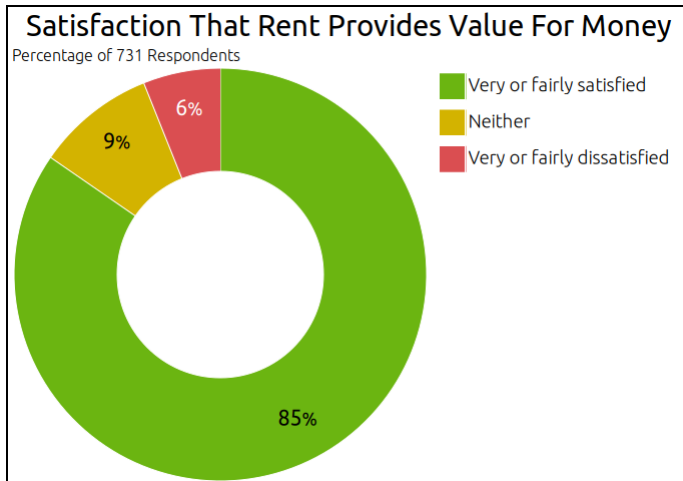


Figure 8.1

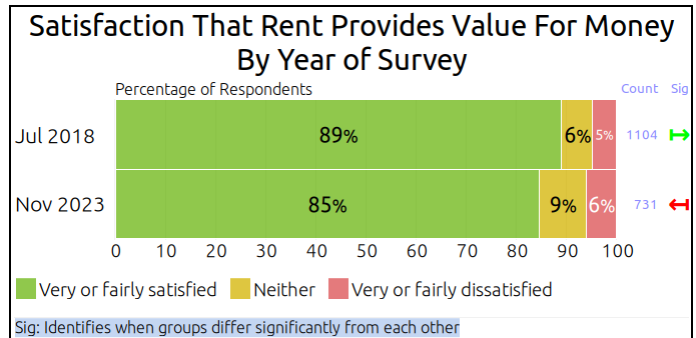


Figure 8.2

Older customers, aged 65+, returning significantly higher levels of satisfaction than those under 65. Tenants in CO16 return significantly lower levels of satisfaction than the overall population with their rent as value for money.

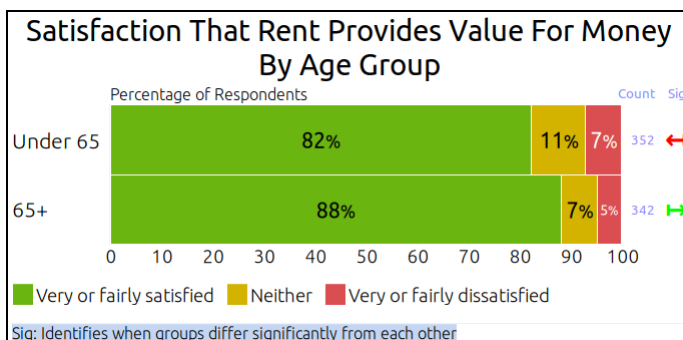


Figure 8.3

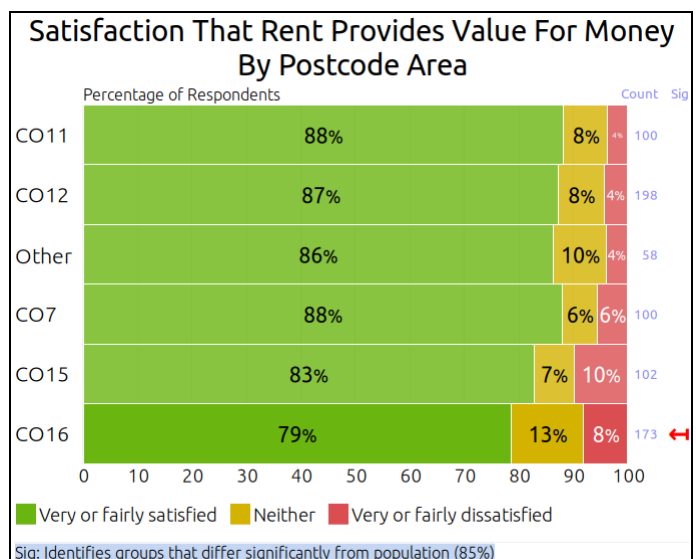


Figure 8.4

9. Contact & Staff Service

44% of tenants have contacted the Council in the last 12 months. Those that have been in touch with the organisation were asked how their last contact was made: 73% say this was by telephone, whilst 15% sent an email and 7% made contact in person.

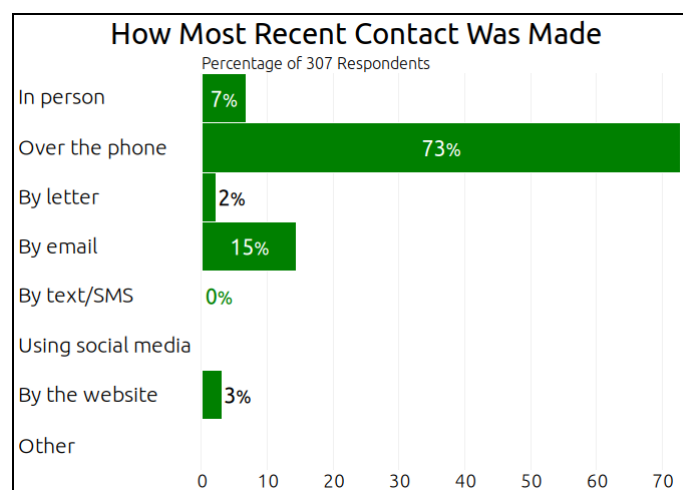


Figure 9.1

Customers were asked about their satisfaction with aspects of their last contact with the Council. Views are most positive about staff being friendly and approachable.

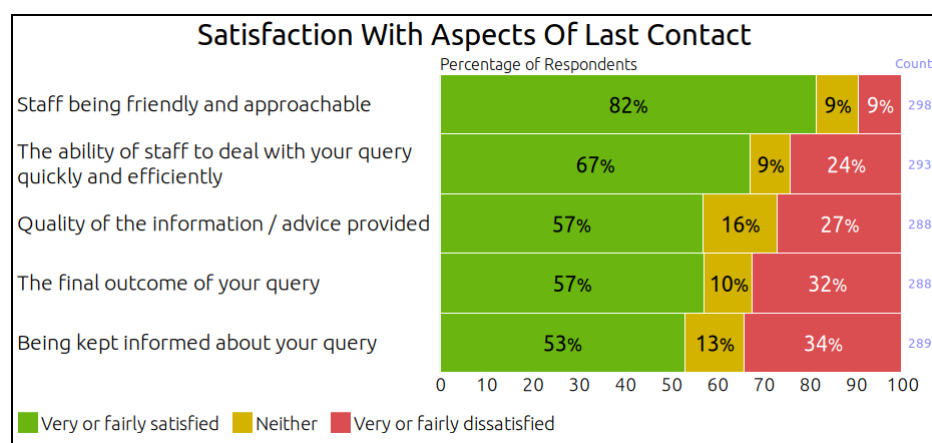


Figure 9.2

Two of these questions were included in the 2018 survey and satisfaction has fallen significantly since then for both measures.

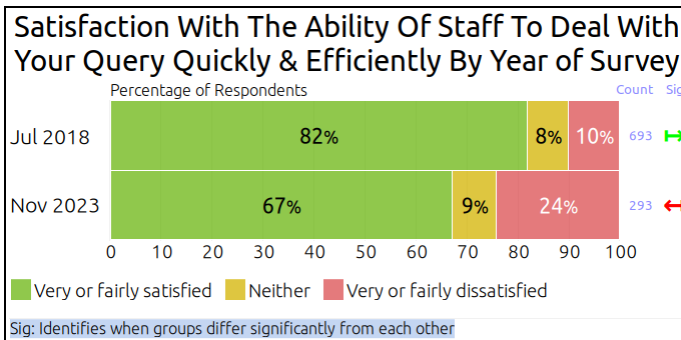


Figure 9.3

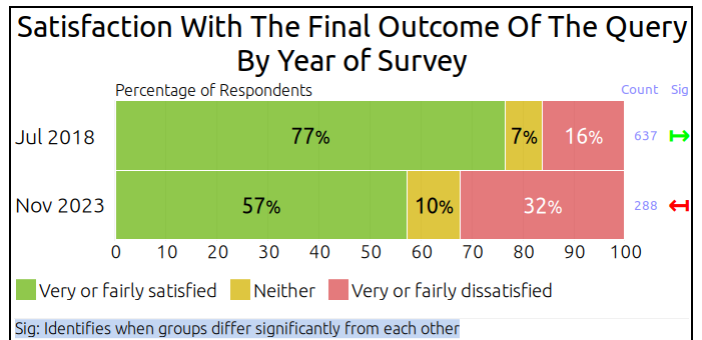


Figure 9.4

9.1 Internet Access

Overall, 76% of tenants have internet access. Sheltered tenants are significantly less likely than general needs tenants to have access to the internet and tenants aged 65+ are, in general, less likely to have access than their younger counterparts.

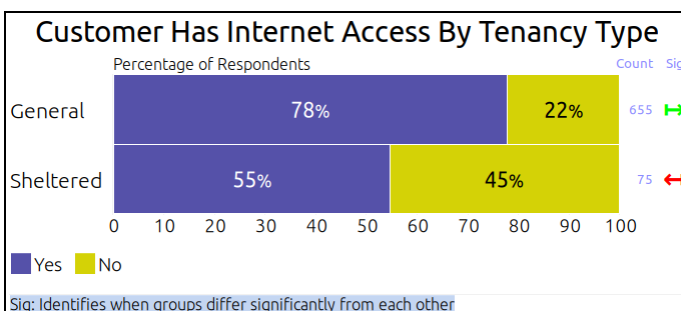


Figure 9.5

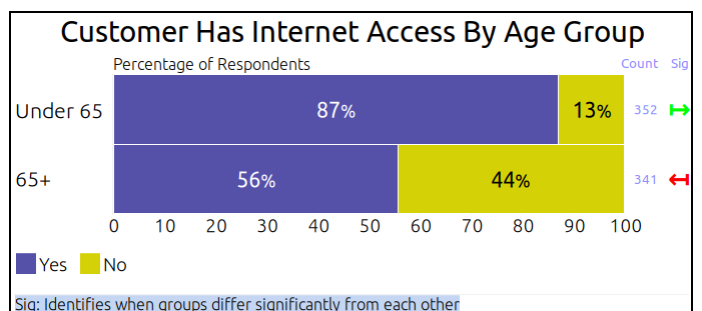


Figure 9.6

Customers living in houses and those in CO16 are significantly more likely to have internet access than the population as a whole.

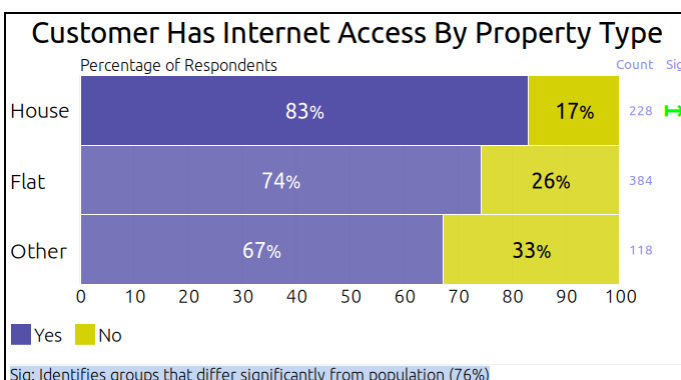


Figure 9.7

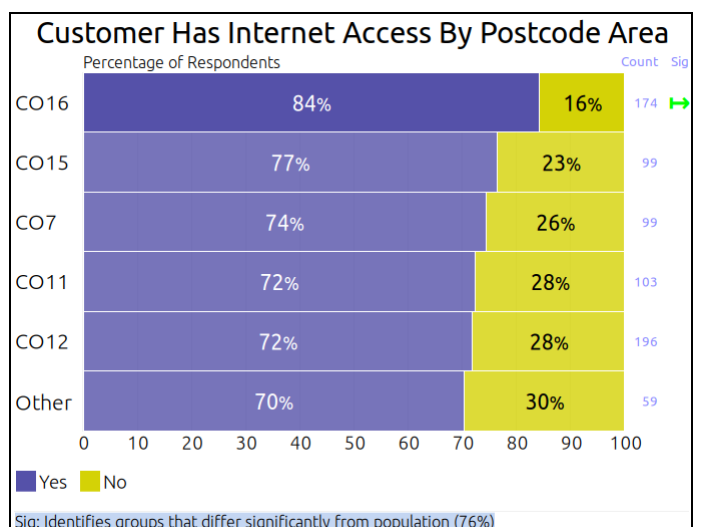


Figure 9.8

9.2 Preferred Contact Methods

Customers were asked how they prefer to be kept informed and get in touch with Tendring District Council. The telephone was the most popular choice, with 71% of customers selecting this method of contact, followed by in writing (62%) and by email (50%). Full details are shown in the graph below.

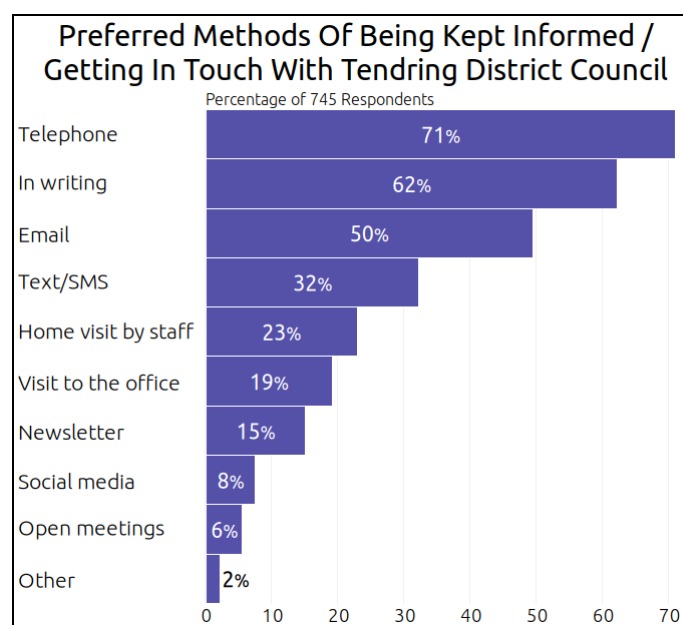


Figure 9.9

There are significant differences in how general needs and sheltered tenants prefer to be kept informed and to get in touch with the Council, although the telephone is the most frequently selected option for both groups (chosen by 71% of general needs and 68% of sheltered tenants).

- 63% of general needs customers prefer communication by letter compared to 50% of sheltered tenants
- 52% of general needs tenants say they would like to be kept informed or get in touch with the Council by email compared to 20% of sheltered customers
- 34% of general needs tenants prefer communication by text message compared to 17% of sheltered
- In contrast, 35% of sheltered tenants would like to be kept informed by home visits compared to 22% of general needs customers
- 23% of sheltered customers prefer open meetings as means of communication compared to 4% of general needs

9.3 Getting Involved

The survey asked whether respondents would be interested in finding out more about how to have a say in the way Tendring District Council Services are delivered. 28% of all respondents expressed an interest in this, with tenants under 65 significantly more likely to do so than those aged 65+.

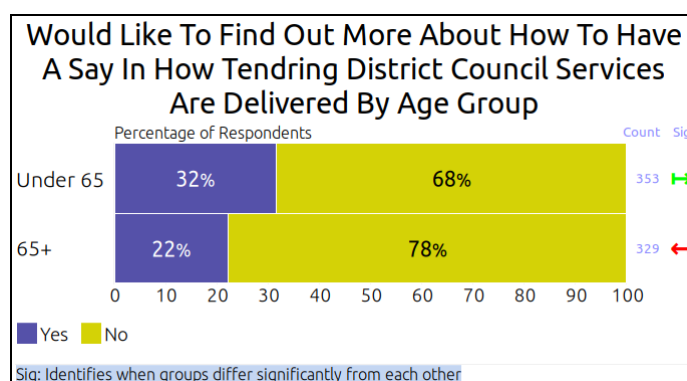


Figure 9.10

10. Living In Sheltered Housing

Sheltered tenants were asked about their satisfaction with aspects of their scheme. Views are most positive about how easy it is to access their home and the scheme.

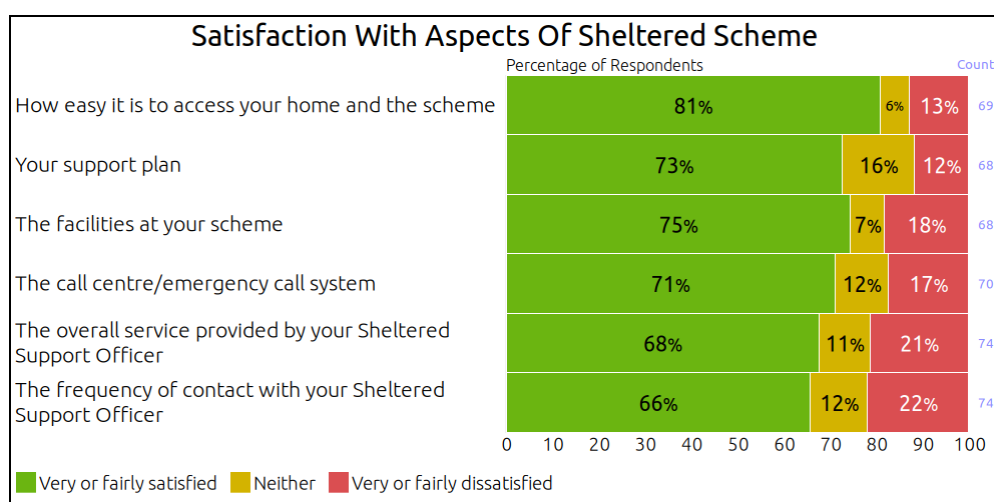


Figure 10.1

11. Methodology

11.1 Summary Of Approach

This section of the report provides a summary of the survey approach used to generate the tenant perception measures to be published by Tendring District Council. This is laid out using the headings specified in the Regulator's 'Annex 5: Tenant Satisfaction Measures, Tenant Survey Requirements' document.

11.1.1 A) SUMMARY OF ACHIEVED SAMPLE SIZE

Tendring District Council has 2,990 LCRA households and to meet the new requirements, has to collect a minimum of 499 responses each year, to provide data with an overall accuracy of $\pm 4\%$ at 95% confidence interval.

The Council has carried out a one off census postal survey, giving all households the opportunity to participate and at the end of the data collection period, 745 responses had been received. This provides data accuracy of $\pm 3.1\%$ for the tenant results overall.

11.1.2 B) TIMING OF THE SURVEY

The first mailing of the postal survey was sent at the end of October 2023, with a reminder letter in mid-November and a final full reminder mailing, including a second copy of the questionnaire sent in December. Data collection was closed in January 2024 once no more replies were being received.

11.1.3 C) DATA COLLECTION METHODS

The survey was undertaken by post and the covering letter also gave customers the opportunity to respond online if they preferred.

11.1.4 D) SAMPLING METHODS

A full census was undertaken.

11.1.5 E) ASSESSMENT OF REPRESENTATIVENESS OF RESPONSE

Although a full census survey was undertaken, different groups of respondents have over or under responded as shown below.

Age Group

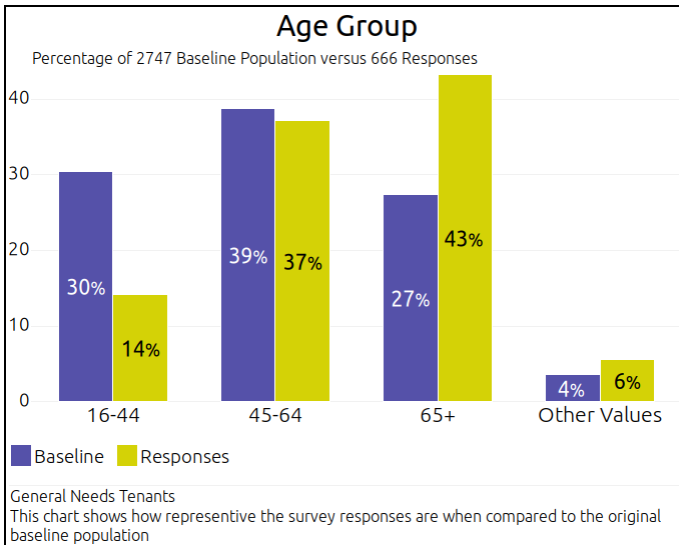


Figure 11.1

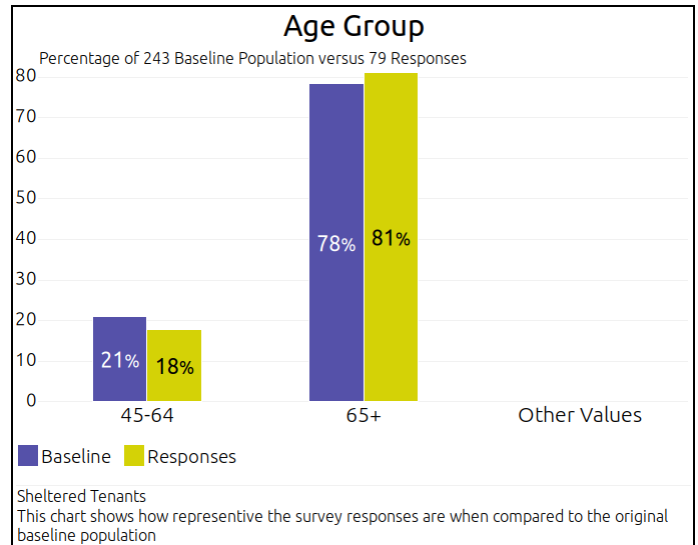


Figure 11.2

Property Type

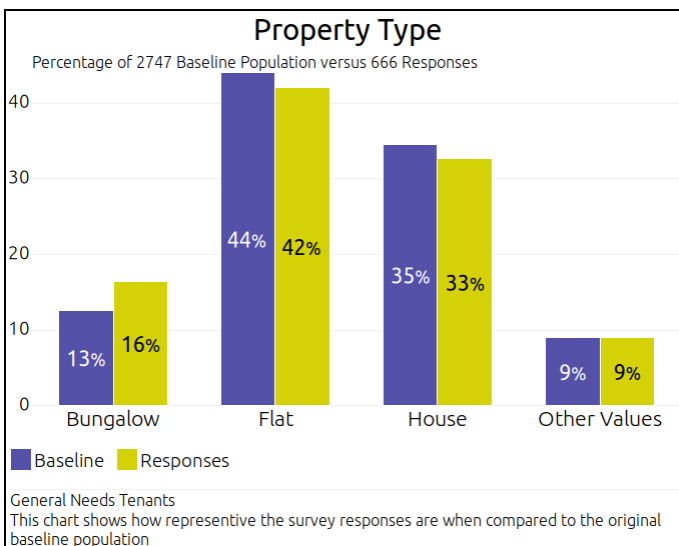


Figure 11.3

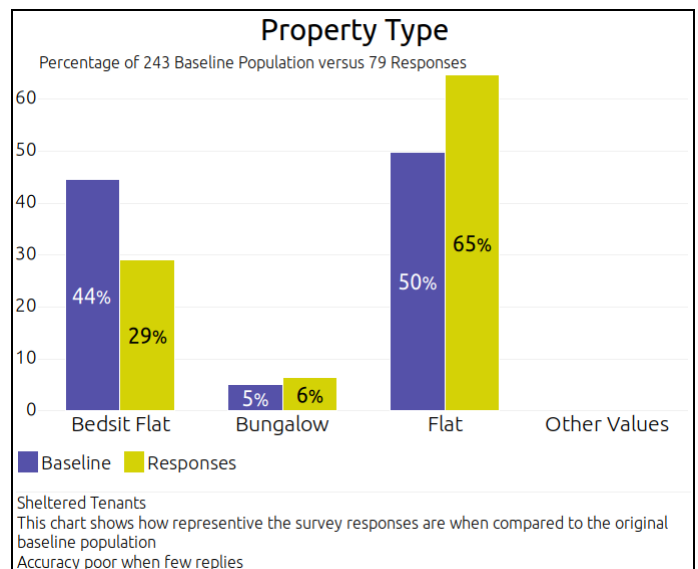


Figure 11.4

Postcode Area

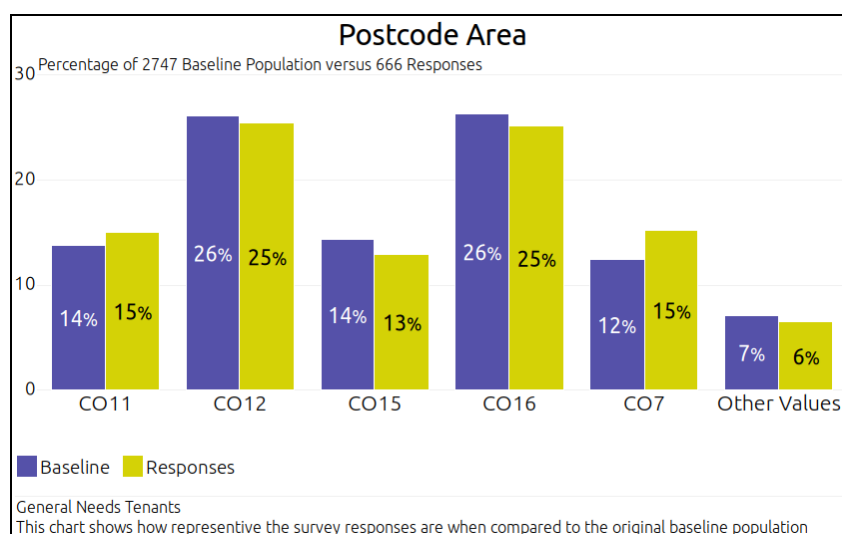


Figure 11.5

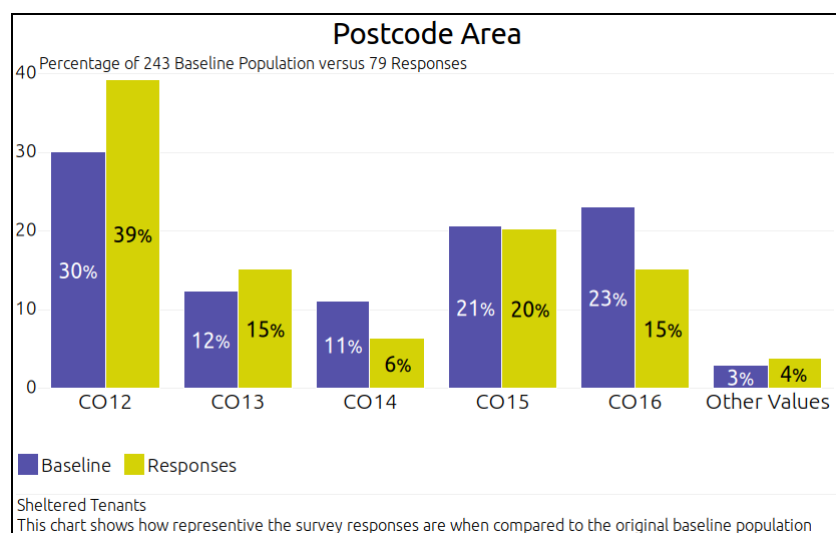


Figure 11.6

Furthermore, 33% of sheltered tenants responded to the survey compared to 24% of general needs customers.

11.1.6F) DETAILS OF APPLIED WEIGHTING

As shown in the graphs above, the respondent profile was not representative of the tenant population, so the data was weighted by age group and tenancy type to correct for the over response amongst sheltered tenants and the under response amongst younger households.

11.1.7G) EXTERNAL CONTRACTORS USED

Kwest Research Limited is one of the longest standing research organisations in the country and works exclusively for social housing providers. Kwest undertook the Tenant Satisfaction Measures survey on behalf of Tendring District Council and was responsible for all elements of the research.

11.1.8 H) HOUSEHOLDS EXCLUDED FROM THE SAMPLING FRAME UNDER EXCEPTIONAL CIRCUMSTANCES

Not applicable. A full census was carried out.

11.1.9 I) REASONS FOR FAILURE TO MEET REQUIRED SAMPLE SIZE REQUIREMENTS

Not applicable. A total of 745 responses have been received which exceeds the minimum requirement of 499.

11.1.10 J) INCENTIVES USED IN THE SURVEY TO ENCOURAGE RESPONSE

A prize draw incentive was used to encourage response, with the first three tenants randomly selected from the respondents winning £250, £150 or £100 in shopping vouchers,

11.1.11 K) OTHER METHODOLOGICAL ISSUES THAT HAVE A MATERIAL IMPACT ON SATISFACTION

In Kwest's experience, carrying out surveys by post tends to result in an over response from older, often more satisfied residents, and an under response from younger, often more critical customers. The findings reveal this is also true in the Tendring survey and the results have been weighted to correct for this.

11.2 Questionnaire Design

The questionnaire was designed to include all the Regulator's TSM questions, as required. In addition, a number of additional questions were included about the neighbourhood, value for money, contact and staff service and communication, while an open ended question allowed customers to elaborate on the reasons for their views about their homes or the service they receive.

11.3 Analysis Of The Findings

To provide a detailed understanding of results, the findings have been analysed in a number of ways. Please note that where the number of respondents in a sub-group is small, data accuracy will be limited. Findings that are statistically significant and different from the overall population result are marked on the graphs:

- Overall
- Analysis By Age Group
- Analysis By Postcode Area
- Analysis By Property Type
- Analysis By Tenancy Type
- Analysis By Year Of Survey
- Tenant Representativeness Assessment

Please note all figures in the graphs are rounded which means that in some cases the figures in the graphs may not always sum to 100%. Furthermore, the combined satisfaction figures quoted in the text and shown on the graphs may not equal the sum of the rounded figures for very and fairly satisfied. For example, the results for satisfaction that the home is well maintained are 45% very satisfied and 31% fairly satisfied, which sum to 76%. However, the combined satisfaction figure is 75%. This is because the results to 1 decimal places are 44.6% and 30.6%, which sum to 75.2% and so round to 75%.

Differences in satisfaction between sub-groups are only discussed in this report when they are large enough to be statistically significant.

All analysis and reports have been provided as a series of graphical reports via Kwest's interactive online survey tool, the Online Analyst.



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