



Bristol City Council annual tenant satisfaction measures (TSM's) 2023-2024

Summary of approach to tenant satisfaction surveys

Introduction

The Regulator of Social Housing has introduced a requirement for registered social housing providers to report on Tenant Satisfaction Measures (TSM's). There are 12 TSM's that must be collected through tenant satisfaction surveys.

Bristol City Council Housing and Landlord Services has run a programme of tenant satisfaction surveys since 2021. In April 2023, we updated our tenant satisfaction survey questions to meet the new regulatory requirements.

This document provides a summary of Bristol City Council's approach to collecting and reporting on our performance against TSM's during 2023-24.

Summary of approach

Our TSM reporting includes	Our approach for 2023 - 2024
Stock type	Low-Cost Rental Accommodation (LCRA)
Tenant population	26,901
Survey approach	A sample approach – where a sample of relevant tenant households are invited to participate in the survey.
Frequency of TSM Survey	Quarterly
Survey collection method	Telephone
Incentives offered	None
External contractor	Acuity Research & Practice Ltd
Timing of survey	24/05/2023 to 28/03/2024
Number of responses	2,221
Sample method	Quotas: tenure, area, and age
Weighting applied	N/A
Tenant households not included due to exceptional circumstances	N/A
Reasons for any failure to meet the required sample size requirements	N/A
Any other methodological issues	N/A

Survey approach and collection method

Bristol City Council has commissioned external research company, Acuity Research Ltd to carry our TSM satisfaction surveys. Acuity is responsible for collecting, generating, and validating reported tenant satisfaction/perception measures.

A sample of relevant tenant households are invited to participate in the survey and our default survey collection method is by telephone. Each resident successfully contacted by telephone is invited to take part in the survey only once within the 12-month period. We have not asked the TSM questions in any survey, apart from the survey referred to in this summary. BCC leaseholders are also invited to take part in the TSM survey, however there is no requirement to report leaseholder satisfaction to the regulator.

Survey Timing

The TSM survey is a quarterly rolling survey. For the period April 2023 to March 2024, the following timetable is used:

Quarter 1 - 27 May – 15 June 2023

Quarter 2 - 12 August – 31 August 2023

Quarter 3 - 11 November – 30 November 2023

Quarter 4 - 19 February – 1 March 2024

Survey sample

The survey method used for collecting TSM's involves selecting a sample from all council tenants. To ensure that each quarter's results is representative of our customer base, each quarterly sample is selected by tenure, area and age. Tables 1-3 below show a summary of the assessment of representativeness of the sample against the relevant tenant population.

Table 1. annual sample by tenure

Tenure	Population		Interviews	
	No.	%	No.	%
General Needs	24448	97%	2138	96%
Supported Housing	850	3%	83	4%
	25298		2221	

Table2. Annual sample by area

Estate Area	Population		Interviews	
	No.	%	No.	%
Estates South East	5196	20%	454	20%
Estates South West	5065	20%	449	20%
Estates North West	4253	17%	372	17%
Estates Central West	3854	16%	338	15%
Estates North East	3483	14%	305	14%
Estates Central East	3439	13%	303	14%
Not assigned	8	0%	0	0%
	25298		2221	

Table.3 Annual sample by age

	Population		Interviews	
	No.	%	No.	%
55-64	5543	22%	481	22%
45-54	5218	21%	460	21%
35-44	5080	20%	447	20%
65-74	3460	14%	309	14%
25-34	2899	11%	262	11%
75-84	1872	7%	164	7%
Unknown	128	1%	9	0.4%
85+	665	3%	53	2%
16-24	443	2%	36	2%
	25298		2221	

Survey results

Survey results are reported on a quarterly basis internally to the housing senior leadership team and the homes committee. Results are shared with the residents on an annual basis via the annual report to tenants and shared with involved tenants on the housing scrutiny panel.

Publishing TSM's

In April, TSM results are gathered and analysed. The results are extracted in preparation for the council's Annual Report to Tenants. Data is validated by nominated service leads and once approved, a draft report is shared with residents on the Housing Scrutiny Panel to seek residents' views.

The draft annual report is then shared with the Chair and Vice Chair of the Homes and Housing Delivery Policy Committee. The committee chair provides a foreword to the report which is then designed in an infographic format. Final comments and sign off is agreed with the Housing Senior Leadership Team, the Chair and Vice Chair of the Homes and Housing Delivery Policy Committee.

The annual report to tenants is published on the council website by 1 October 2024 and shared widely with residents via the autumn/winter edition of Housing News in email, text message links and paper formats.

Resident satisfaction survey questions

Below is a list of the tenant satisfaction survey questions for 2023-24, including opening and closing scripts.

Survey Introduction and preamble

Hello, is that [TENANT NAME] or [JOINT TENANT NAME]?

My name is [IVR NAME] and I'm calling on behalf of an independent research agency called Acuity. We're carrying out short satisfaction surveys with [RESP_DESCRIPTION] to find out how satisfied you are with your home and with the services that you receive from them. Would you be able to spare [SURVEY LENGTH] minutes to go through the survey with me now? IF NO ASK: can I call back at another time? [No appointments after specified time]

IVR READ OUT: The survey will be used to calculate annual tenant satisfaction measures to be published by Bristol City Council Housing & Landlord Services and reported back to the Regulator of Social Housing.

If the customer would like to verify the validity of this survey they need to contact [ORGANISATION EMAIL] by email or by phone [ORGANISATION TELEPHONE NUMBER].

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

Before we start, I need to make you aware that we are bound by the Market Research Society Code of Conduct. All calls will be recorded for training and quality purposes. Any information you give us will be treated in confidence and will be used to find ways of

improving the service that [Bristol City Council’s Housing and Landlord Services] provides. [Bristol City Council Housing and Landlord Services] will be able to identify your survey response, are you happy to continue?

If asked – call recordings are stored for 90 days to allow for our company to verify and validate the quality of the interviews.

IVR Read Out - If interview agreed say - "Please note that all the questions I am going to ask you relate to Bristol City Council's Housing & Landlord Services (or BCC Housing Services), not the council as a whole.

Survey Questions

1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Bristol City Council Housing & Landlord Services?
2	How satisfied or dissatisfied are you with the overall quality of your home?
3	Has Bristol City Council Housing & Landlord Services carried out a repair to your home in the last 12 months?
4	How satisfied or dissatisfied are you with the overall repairs service from Bristol City Council Housing & Landlord Services over the last 12 months?
5	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?
6	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is well maintained?
7	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services provides a home that is safe? (Please read all response options).
8	Do you live in a building with communal areas, either inside or outside, that Bristol City Council Housing & Landlord Services is responsible for maintaining?
9	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps these communal areas clean and well-maintained?
10	If you do not feel that your home (AND/OR COMMUNAL AREAS) are safe and well-maintained, please can you explain why and suggest what could be improved?
11	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services makes a positive contribution to your neighbourhood? (Please read all response options).

12	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services is visible within your local area?
13	How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Services's approach to handling anti-social behaviour? (Please read all response options).
14	Have you experienced or reported anti-social behaviour in the last 12 months?
15	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services listens to your views and acts upon them? (Please read all response options).
16	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services keeps you informed about things that matter to you? (Please read all response options).
17	To what extent do you agree or disagree with the following 'Bristol City Council Housing & Landlord Services treats me fairly and with respect'? (Please read all response options).
18	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services are easy to contact?
19	How satisfied or dissatisfied are you that Bristol City Council Housing & Landlord Services staff keep their promises and commitments?
20	Have you made a complaint to Bristol City Council Housing & Landlord Services in the last 12 months?
21	How satisfied or dissatisfied are you with Bristol City Council Housing & Landlord Services approach to complaints handling?
22	Do you currently have damp or mould in your property?
23	And if yes, have you reported it to Bristol City Council Housing & Landlord Services?
23a	Would you like us to tell your landlord?
24	Are you struggling with the cost of living?
25	Are you interested in getting involved with Bristol City Council Housing & Landlord Services? (If yes, we will pass your details on).

Prompts and ending script

The results of this survey are confidential. However, would you be happy for us to give your responses to Bristol City Council Housing & Landlord Services with your name attached so that they have better information to help them improve services?

Would you be happy for Bristol City Council Housing & Landlord Services to contact you to follow up any of the comments or issues you have raised?

If you are dissatisfied with the service provided, Bristol City Council Housing & Landlord Services do have complaints process you can access by: BCC Website (Housing) - www.bristol.gov.uk Email: complaints.feedback@bristol.gov.uk Telephone: 0117 9222200 Letter: Customer Relations (100 TS), PO Box 3399 Bristol BS1 9NE

We have now come to the end of the survey. Just to confirm my name is _____ and I've been calling from Acuity on behalf of Bristol City Council Housing & Landlord Services, thank you very much for your time in completing the survey.

If resident asks for contact details to check this is a genuine piece of market research: Acuity Tel: 01273 287114, alternatively The Market Research Society (of which Acuity is a member) Tel: 0800 975 9596.