



Annual Report TSM 2024

Prepared by: Acuity Research & Practice





Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

NPS

Involvement

Improvements

Trends

Understanding Satisfaction

Summary

Demographics

Introduction

Oxford City Council (OCC) owns or manages over 8,000 properties around the city. Most of these are Low-Cost Rental Accommodation (LCRA), but there are also, a small number of shared ownership properties or Low-Cost Home Ownership (LCHO) and over 600 leaseholders, although leaseholders are not included in the survey. Acuity was commissioned to run the survey, which was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing (RSH), which became mandatory to collect from April 2023, were reported for the first time in June 2024 and are now required annually.

The survey aims to collect the views of approximately 950 residents a year, proportionally sampled by tenure, area and age. The fieldwork took place in October and November using Acuity's in-house telephone team. At the close of the survey, 950 completed responses had been received, plus 36 incomplete returns, which are also required to be included. The responses include eight shared owners, and the results shown are a combination of the LCRA and LCHO residents, although the results are shown separately at the end of the report.

The survey was conducted by telephone and is confidential. The results are sent back to OCC anonymised unless residents give their permission to be identified – 82% of residents did give permission to share their responses with their details attached, and 95% of these residents are happy for OCC to contact them to discuss any issues they raised.

This survey aims to provide data on residents' satisfaction, which will allow OCC to:

- Provide information on residents' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate)
- Inform decisions regarding future service development
- Report to the Regulator as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 10,000 properties achieve a sampling error of at least $\pm 4\%$ at the 95% confidence level. A total of 950 completed responses were received in 2024, which is high enough to conclude that the findings are accurate to $\pm 2.99\%$, so well within the required margin and giving good accuracy of results.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place 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. Where possible, base numbers are shown on the charts and labeled as n=...



77%



Overall Satisfaction

There has been very little change in satisfaction since the previous survey of last year with over three-quarters of residents satisfied with the overall services provided by the Council.

Four measures have achieved over 80% satisfaction, with the highest ratings given to the repairs service over the past 12 months and the time taken for completing repairs.

At the other end of the scale is the way the Council listens to residents' views and acts upon them (64%) and just 31% are satisfied with the handling of complaints.

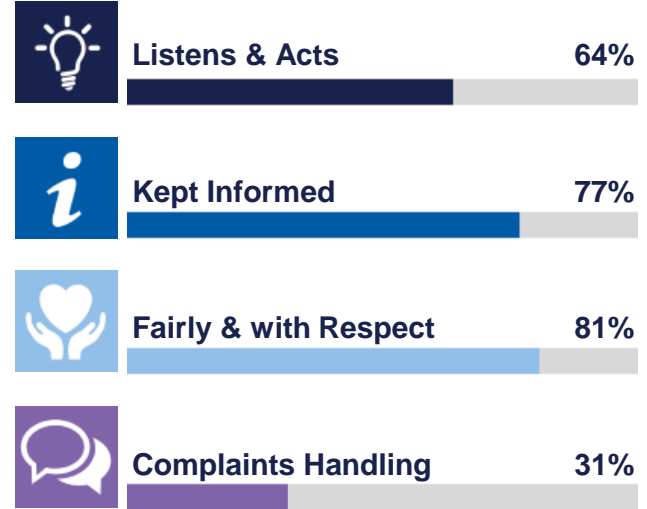
The following pages focus on the headline figures from the survey, and in the 'understanding satisfaction' section, the results are broken down by different subgroups to gain a better understanding of what is driving satisfaction at Oxford CC. In addition, now that the Regulator has issued the results for the TSMs in 2023/24, the Council's results are compared against these.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

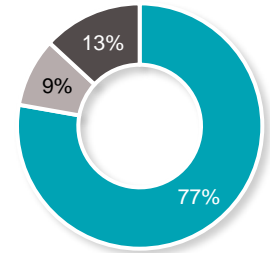
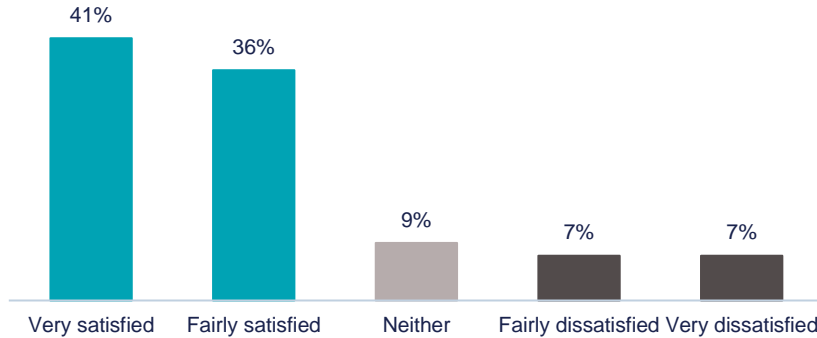
Residents were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Oxford City Council?" This is the key metric in any tenant perception survey.

Just over three-quarters of residents are satisfied (77%), with slightly more 'very satisfied' (41%) than 'fairly satisfied' (36%).

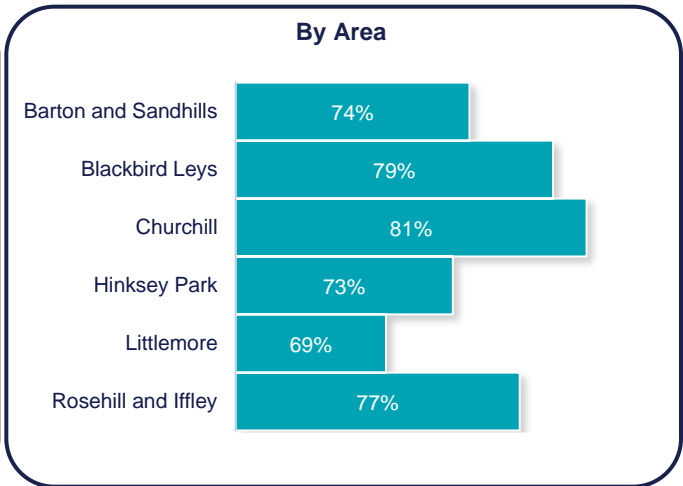
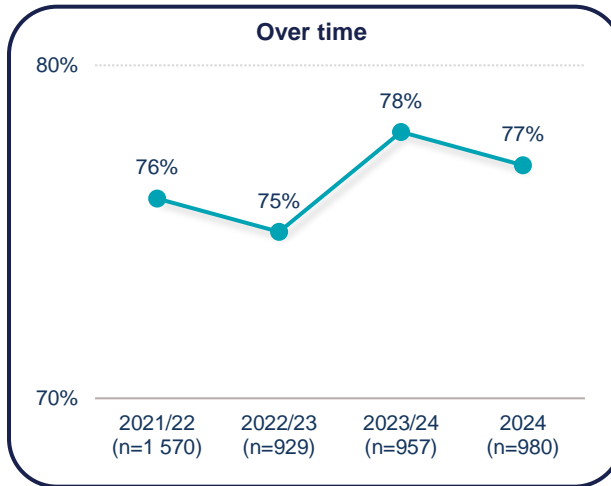
However, 13% of residents are dissatisfied with the overall service provided, with the remaining 9% 'neither satisfied nor dissatisfied'.

Satisfaction has fluctuated a little over the last four years from a low of 75% to a high of 78%. Although this shows a small decrease in 2024, it is, in fact, less than 1 percentage point (p.p) change, rounding making the change look like 1p.p.

The Council has properties in 25 wards within the city and surrounding towns, but here are shown the results from the six areas that received the most responses. This shows that those in Churchill are the most satisfied (81%), compared with 69% in Littlemore. The results from all areas are shown at the end of the report.



■ Satisfied ■ Neither ■ Dissatisfied





Keeping Properties in Good Repair



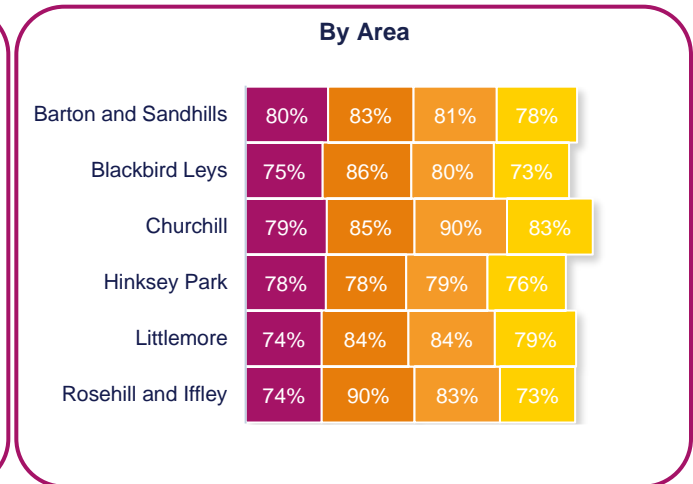
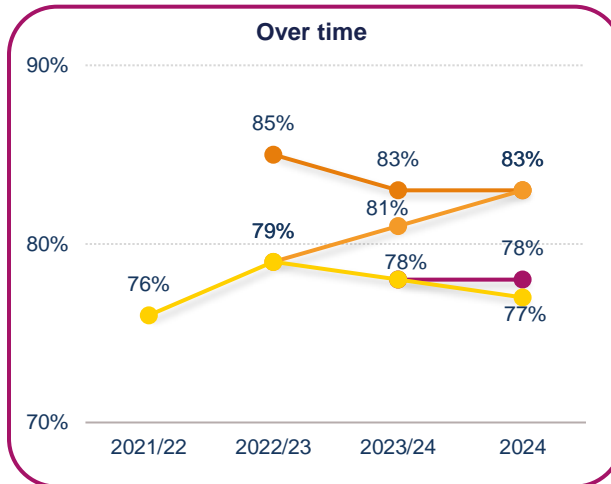
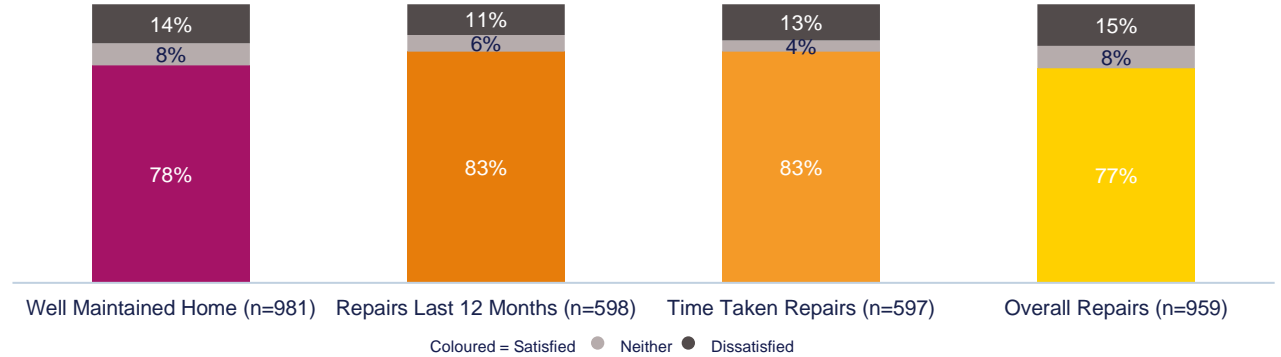
Keeping Properties in Good Repair

There are also over three-quarters of residents who are satisfied that their home is well-maintained; just 14% are dissatisfied, and satisfaction is down just 1 percentage point (p.p) since last year.

Nearly two-thirds of residents (62%) said they had a repair completed in their home in the last 12 months and 83% are satisfied with the repairs service over that period and with the time taken to complete their most recent repairs; this often has less satisfaction and is often the cause of dissatisfaction with the repairs service. There is no change in satisfaction for the repairs service but 2p.p more are satisfied with the time to complete repairs.

All residents, whether they had a repair completed or not, were asked about the overall repairs service, and 77% said they are satisfied with it (down 1p.p) and 15% are dissatisfied.

It is the residents living in the Churchill area who are the most satisfied with these aspects of the home and repairs service, whilst satisfaction across the other areas is quite similar.





Comments - Dissatisfaction with Repairs

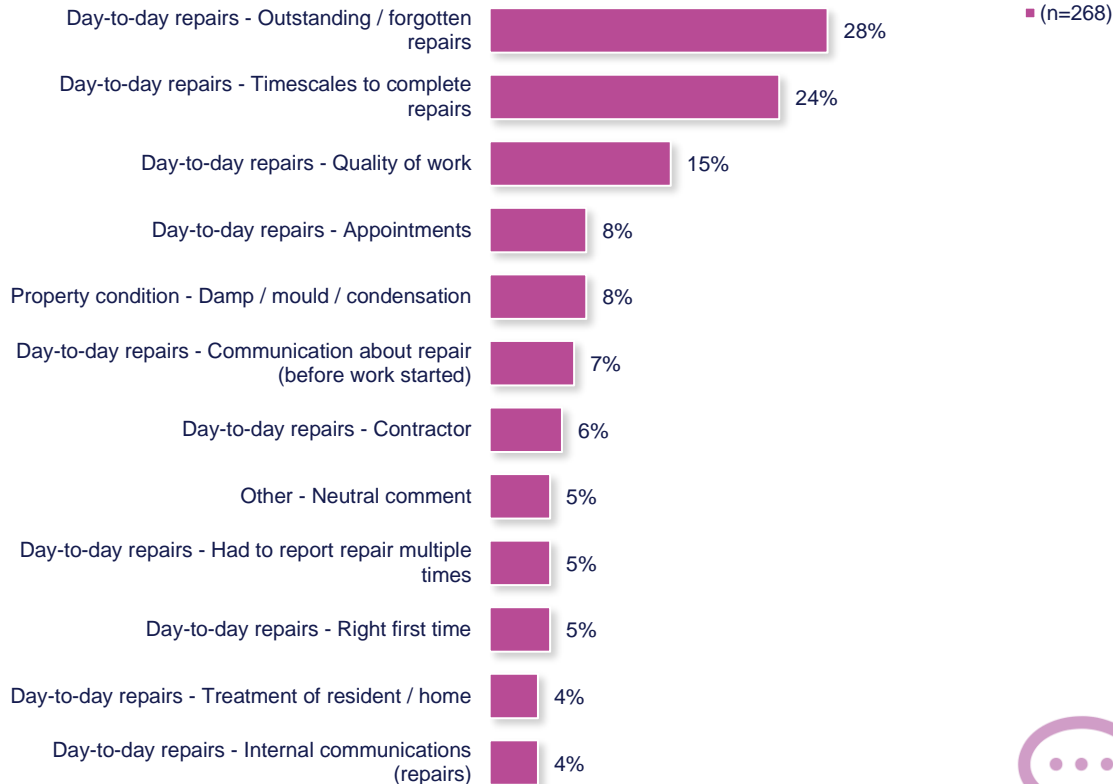


Those residents not satisfied with the repairs and maintenance service were asked to provide more information and what could be improved, and 268 responded, very similar to the survey of last year.

Again, it is the issue of repairs which remain outstanding or appear to have been forgotten that attracts the most comments, followed quite closely by the timescales of the repair work. These issues seem to be common among other social housing providers and emphasises how difficult they are to resolve. Also, often residents have high expectations of service, particularly timescales, which are hard to match.

Other repairs issues raised include the quality of work, the appointments system, communications and reporting, whilst a few reported problems with damp and mould in their homes.

Overleaf includes examples of these comments to help better understand the issues faced by some. These can be viewed in full on the dashboard.





Dissatisfaction with Repairs – Sample of Comments

Outstanding repairs

"They could be quicker with the repairs. I currently have a mould problem that hasn't been reported. I have it in every room."

"Been waiting for months, told as urgent but still waiting."

"I've been waiting for them to come and look at my bathroom wall for months and months now."

"When they report the repair, they take a while, and they send a surveyor out, and no one been in contact since."

"There is a repair that no one has come back to complete."

"Some of the work on my property has not been completed, I need them to come back and finish the work."

"I moved in last year and reported something wrong with the bathroom; they still haven't come. They sent two persons, and they checked, but nothing has happened."

Time to complete repairs

"Had a repair recently and lengthy time for the wait."

"Sometimes the time scales, too long a wait time for appointments."

"Took a long time, had torrential rain almost flooded home, I rang in the morning, but they didn't come out till next day. It took over 2 weeks to sort out guttering."

"Because repairs take a long time."

"It took them so long to resolve my boiler issue, so I wasn't happy with it."

"They could be more efficient with timing."

"I had been waiting for 24 hours, but nobody came, they said it'd be 24 but I was waiting 2 days."

"It took them over a year to do the extension, and we were moved to a different property."

Other repairs issues

"Two lovely chaps came & repaired a flush pipe, but I had to call them back again."

"Had a few repairs done not very well and her roof leaks often. Utility room roof always food. Windows need doing lots of repairs not happy with."

"They always seem to do half a job and take so long to come out."

"My ceiling was leaking; I had to call them 6 times as the person that came each time wouldn't fix it properly."

"Constant chasing after years to get a repair completed."

"I had poor workmanship on some cracks in my walls. They should hire better skilled workers."

"Bad communication, and they report that repair is completed while nothing was done."

Other matters

"My bathroom is full and damp and mould, COPD lung disease which is not helping also in the hallway."

"Respond to the complain faster and the some of managers are being rude."

"They asked you to go through a complaints procedure, and then they ignore it. They wait the time limit to get back to you but don't resolve the issue."

"We are the forgotten house in Ferry Road Marston, do not seem to get anything."

"It's the issue with them not answering the phones."

"Bin doors were not fit for purpose. The bike shed door is broken. Rats and mice are present."

"So, if you report a repair, they are very good, but for communal areas they are rubbish, like the building being drafty, they bounce you around, and say no record of calls, and playing telephone tag."



Maintaining Building Safety



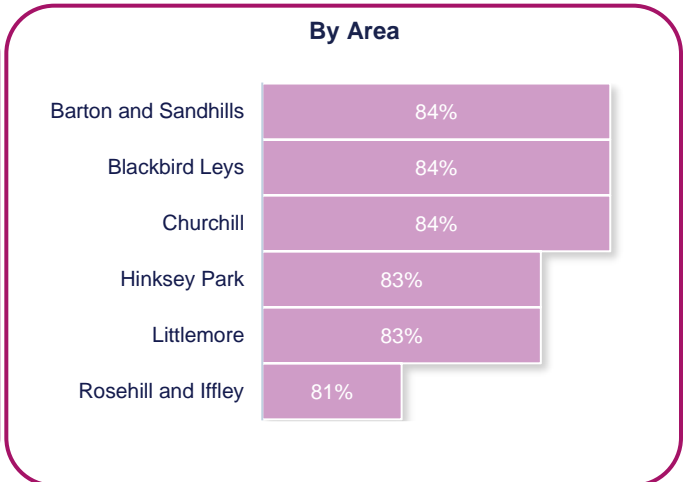
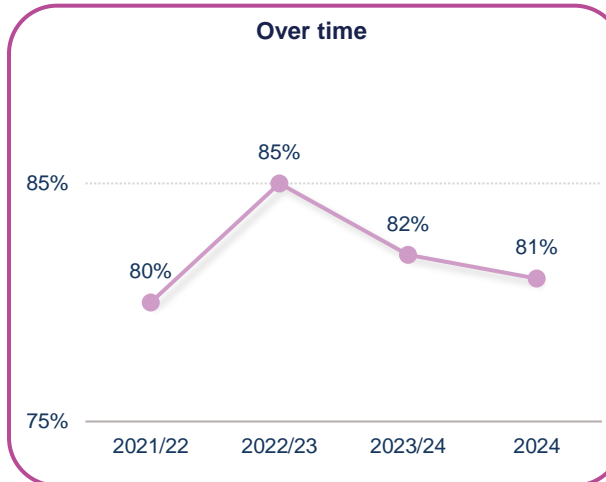
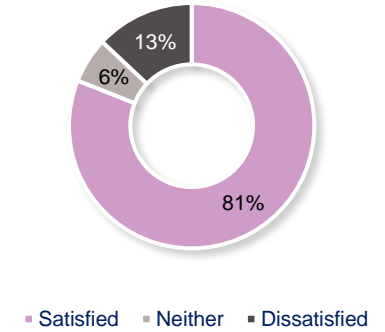
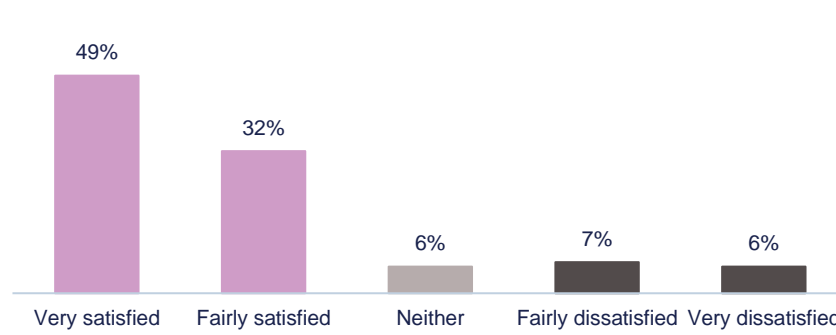
Maintaining Building Safety

It is common that more residents are satisfied with the safety of their home than with its maintenance, and this is the case here where 81% are happy that their home is safe; 78% with its maintenance.

There are more 'very satisfied' than 'fairly satisfied', 49% compared with 32%, and just 13% of residents are dissatisfied.

However, satisfaction has fallen over the last two surveys from 85% in 2022/23 to 82% in 2023/24 and down a further 1p.p in the current survey.

Satisfaction with the safety of the home is very similar across the main areas within the city.





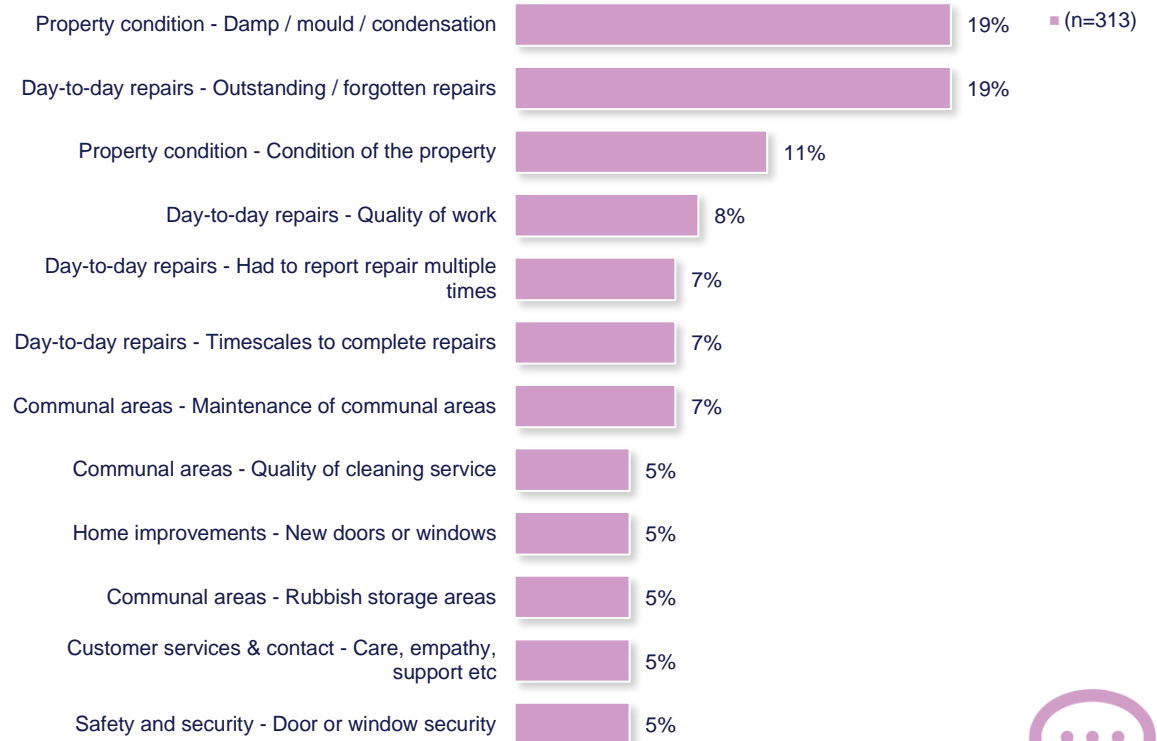
Comments - Home or Communal Areas not Well Maintained or Safe

Residents not satisfied with their homes or communal areas were asked to provide more information and suggest what the Council could improve, and 313 residents made comments.

The main issues here are with the condition of the properties, in particular, damp & mould in the home, and having outstanding repairs. It is of concern that several residents report problems with damp, and these will need to be investigated as a matter of urgency as these can affect the health of the residents and lead to a deterioration of the property, although it is not clear how serious these problems are.

Again, the issue of outstanding repairs is raised, together with the quality of work and the time to complete repairs.

The upkeep of the communal areas, including general maintenance, cleaning and the rubbish storage are mentioned by some, whilst a few have issues with the safety and security of their windows and doors.





The Home – Sample of Comments

Property condition

"I get a lot of damp in my property, there is light coming through the roof in the attic."

"I've got mould at the moment and quite a lot of it. I've been here for 2 years now, and this has been going on for about a year and a half. It's made my daughter poorly, and it's made me quite poorly in the past as well."

"The front door is not as good as it should be, and the windows are not soundproof."

"The bathroom ceiling next door has collapsed because there was a leak from the flat above. I wish there was something they could do with soundproofing."

"Insulation, this house gets very cold, rising damp, I've got flaking walls under the stairs."

Repairs

"Mainly the windows, they are blown very often and takes them a long time to fix them it is also very noticeable from the outside."

"I am happy with the house, but I am not happy with the Repair service."

"I had a crack in the wall & my guttering was full, so water poured into my living room, but it took 5 weeks for them to come & they left a mess, I've had to repaint."

"I was told 3 years ago that I need the loft insulated but it's still not been done, when I asked about it, I was told its a 5-year plan and I was on the list."

"A lot of work has been left uncompleted. They say its suitable for 6 people to live in a 2-bed flat. Trying to get hold of the housing officer is impossible."

Communal areas

"Always rubbish everywhere, main door does not work properly been reporting for the last 2 years and can't receive no mail; the recycling is never taken and always overflowing everywhere."

"I live in a block of maisonettes. The bin storage is disgusting. People just throw their bags down which means the bags split & the rubbish goes everywhere."

"I am paying for window cleaning but don't get this service. I have asked when the ground floor will be cleaned, but it's like they don't want to do it, so I have no idea why I am paying these charges."

"I have 3 children, 2 in a buggy, I can't fit it in the flat; therefore, I put it in the communal hallway. I received a tag on the pram that told me I had 7 days to move it, but there's nowhere to move it to."

Other matters

"We pay the service charge, yet there is no service."

"Put CCTV cameras at entrance. Would like camera/intercom so they can see who is at entrance."

"The property needs upgrading, especially the radiators. We have had so many problems with the boiler."

"The shared courtyard is not maintained as it is fully overgrown, and they do not maintain it unless I complain to them about it."

"The grass never gets cut; that's what the council need to be doing."

"We've reported things and not heard back; response time needs to be improved."

"When you call them, it can take hours to get through. The line is always busy."



Responsible Neighbourhood Management



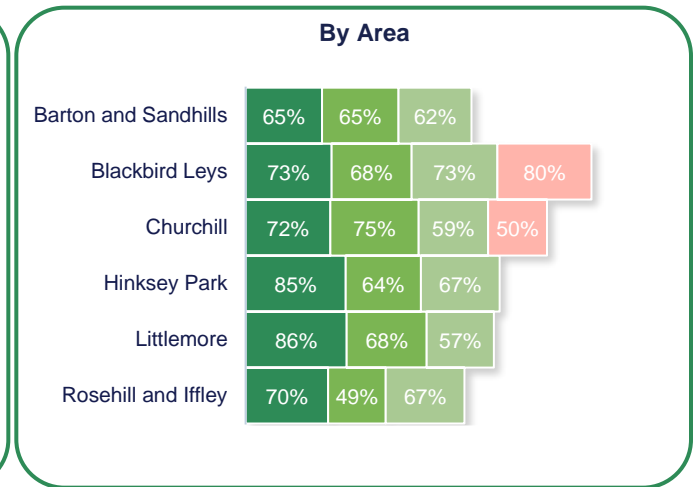
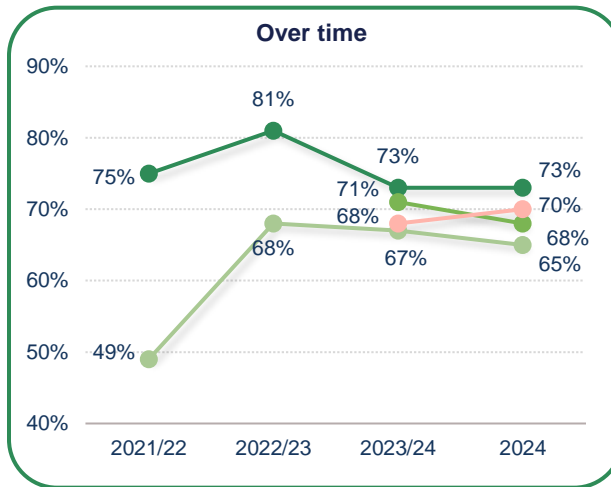
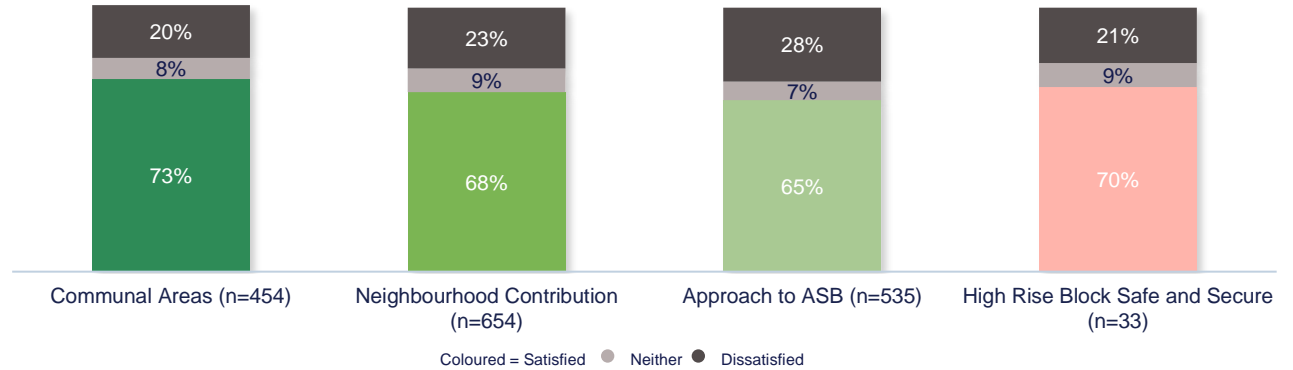
Responsible Neighbourhood Management

Half of the residents surveyed said that they live in a building with communal areas that OCC is responsible for maintaining (49%). Of these residents, 73% are satisfied that the Council keeps their communal areas clean and well-maintained. Satisfaction is down by just 1p.p since last year. A fifth of residents are not happy with the upkeep of the communal areas, mostly linked to the general maintenance, cleaning and grounds maintenance. Satisfaction is highest in Hinksey Park and Littlemore.

In 2024, 68% of residents are satisfied that OCC makes a positive contribution to their neighbourhood (down 4p.p), and 23% are dissatisfied.

Two-thirds of residents are satisfied with how the Council deals with anti-social behaviour (65%), with over a quarter dissatisfied with this service (28%). This measure has also fallen a little since last year, down 2p.p.

When asked if they feel safe and secure in their high-rise blocks, just 33 responded to this question, and 70% said they are satisfied, up 2p.p since last year. Satisfaction is highest in Blackbird Leys at 80%, with just 50% satisfied in Churchill.





Respectful & Helpful Engagement



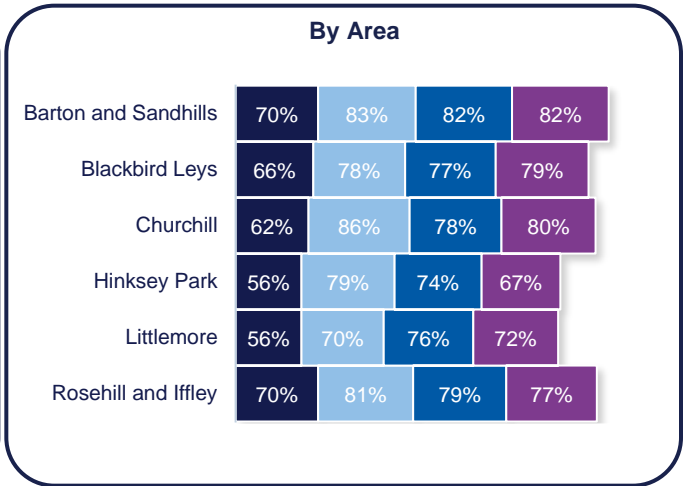
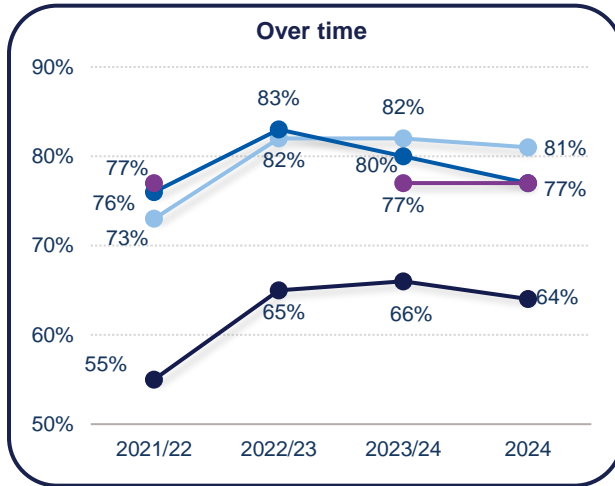
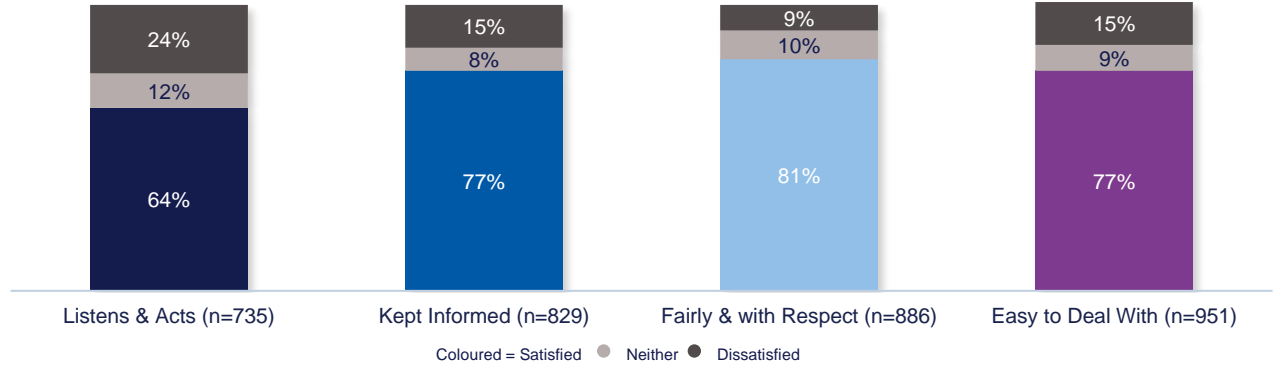
Respectful & Helpful Engagement

Four-fifths of residents agree that the Council treats them fairly and with respect, although this is down by 1p.p, but just 9% disagree with this.

Similar numbers find the Council easy to deal with and are satisfied that they are kept informed about things that matter to them (77%). This is the same level of ease of dealing as last year but is down 3p.p for keeping them informed.

As is often the case, fewer are satisfied that the Council listens to their views and acts upon them, and a quarter are dissatisfied. It may be that residents are not clear about how their views make an impact on service delivery; this is down just 2p.p.

On these aspects of engagement, those in Barton & Sandhills are generally the most satisfied and those in Littlemore the least, although the differences are relatively small between the areas.





Comments - Customer Service

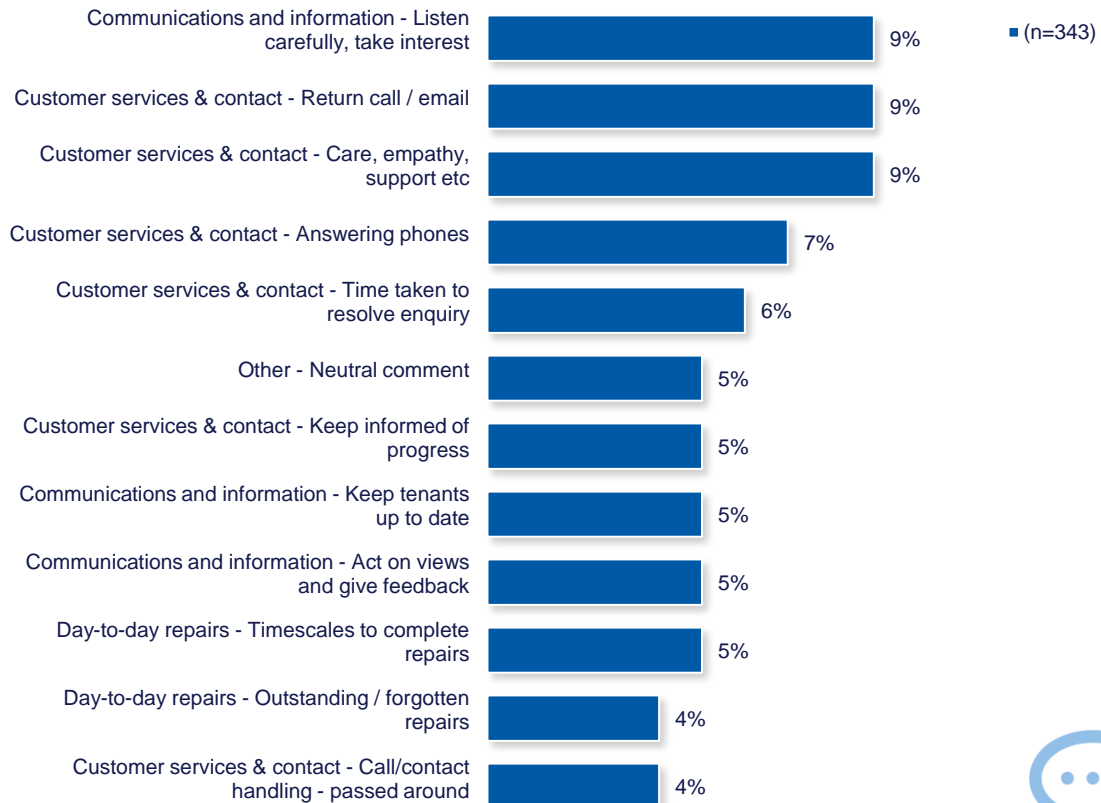


Residents who said that they are not satisfied with customer service and communications were asked to provide more information and what OCC could improve. A total of 343 residents commented.

Nothing stands out particularly above the rest, although three subjects received similar numbers of comments, listening carefully to residents' queries, returning calls when promised and showing care and support when making contact. Still, some say getting through on the phones is very difficult.

Some want the Council to be better at keeping them informed and up to date with the progress of queries, and the common issues with the repairs service are raised again here.

Overleaf are again examples of the comments. It should be remembered that the vast majority are happy with their engagement with the Council, but these comments do help to understand why some are not.





Customer Service – Sample of Comments

Call handling

"They are very difficult to get hold of & it takes ages to get a reply."

"Its hard to get hold of them. When I email the housing officer, they never reply."

"Try a bit less automation and more human."

"Not easy to get through, make the system a bit easier, always just pressing the numbers and when you do get in contact with someone you are dealing with a person who deals with everything and not an appointed department."

"They need to improve communication between their departments. You get passed from pillar to post. I have had to leave a call twice when someone was rude to me."

"They could respond quicker to email and phone calls."

Listening to queries

"They don't listen for rent or council tax, having to pay for bedroom tax for adult does not make any sense."

"They don't listen or fix things properly."

"Listen to people more and keep appointments."

"Need to go back to council office in town and listen when a tenants complains, they will work better together and be able to listen to each other."

"Be polite on the phone, more considerate of people and listen to them."

"They don't listen to the resident; they do things on their own accord."

"In general, things are slow to get done, as a council they ask you for your opinions but then ignore what you say, the traffic problems have been caused by the Council, it was not required, 78% were against this yet they still went ahead with it."

Care & support

"As it is a lot of time have to go internet, but she does not have access to this and feels like no one wants to talk to her."

"They lied, and they don't get things done with quality materials."

"When you call in, you get not a nice person. Train staff better."

"Some staff are helpful; some are not. They need better communication and to take tenants' feelings into consideration etc, also."

"When I do phone, I am told, sorry we can't help you, when I phone up again, I am told we can't reach this person and when asked for a direct number not provided not allowed."

"Depends who you get on the phone; they don't take into consideration what matters to us, the place is very uneven."

Other matters

"You pay the rent every month, constantly reminding and expect people to have money available weekly. Extra pressure that is not needed even though I have informed them that I will make payment on an exact date."

"They could put the lights on in the communal area. I live on the ground floor, and it gets too dark. I can't put the key in the door, they need to put them on earlier so it's not too dark."

"They are easy to talk to; it's just what they can do with what they have got."

"When I have called, I've been very satisfied with the person on the other end; they have been courteous and helpful."

"When I had council tax arrears, I was told to pay it, and they messed it up due to lack of communication."



Effective Handling of Complaints



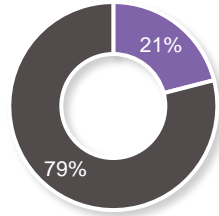
Effective Handling of Complaints

Around a fifth of residents (21%) have made a complaint in the last 12 months, although it is not clear how many of these are genuine complaints or service requests yet to be fully addressed. Nevertheless, of these, just under a third of residents (31%) are satisfied with the way the Council handled their complaint. However, nearly double the number of residents are dissatisfied (59%).

Satisfaction has dropped significantly since the introduction of the TSM question in 2023/24. It has continued to fall slightly since last year, it is down by 2p.p.

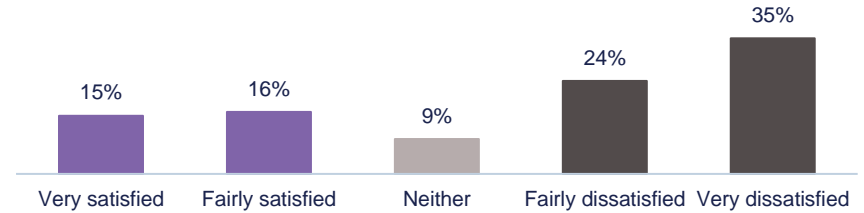
When looking at levels of satisfaction split by area, residents living in Littlemore (60%) are far more satisfied than those living in Barton and Sandhills (17%) and Hinksey Park (18%).

Complaint in last 12 months

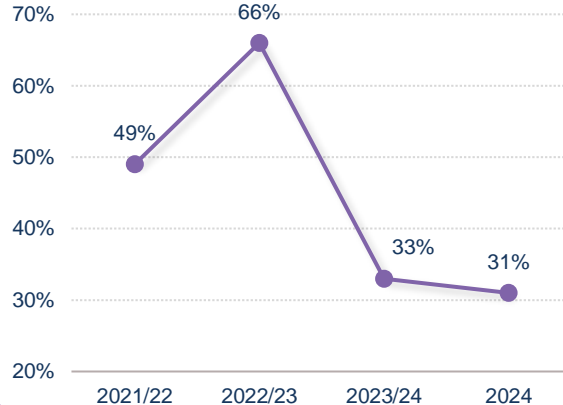


■ Yes ■ No

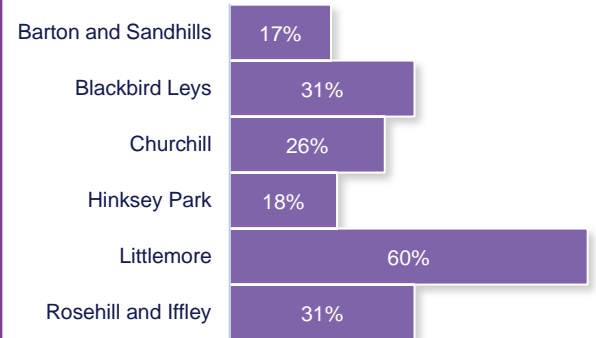
Satisfaction with Complaints Handling



Over time



By Area





Involvement



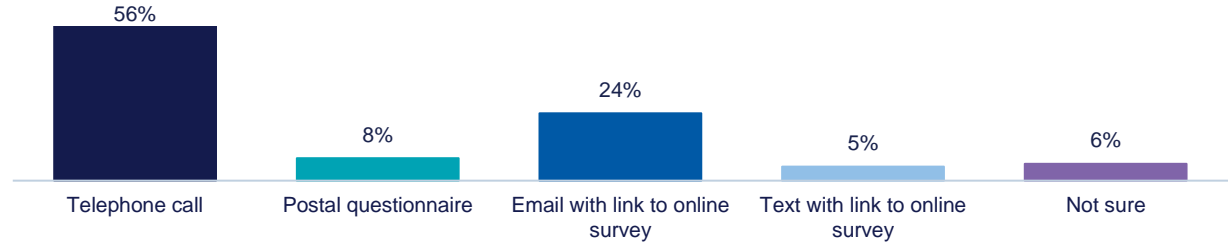
Future Survey Preference & Service Involvement

Oxford City Council took the opportunity to ask respondents what their preferred method of contact would be if they were to be invited to take part in another survey. 56% of residents said they prefer to be contacted by telephone call, followed by 24% whose preference is via an email with a link to an online survey. Smaller numbers opted for postal or text with an online link, and 6% are not sure.

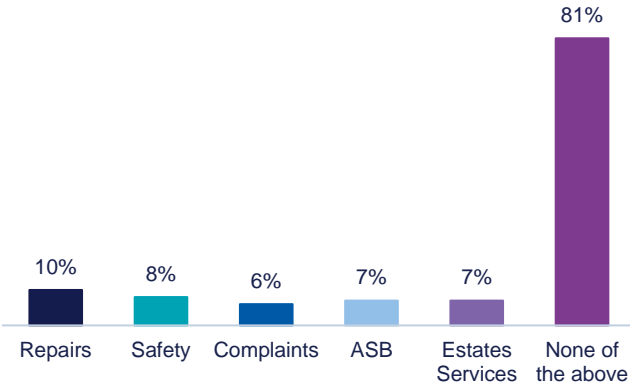
The Council is keen to get residents working together with them by getting involved to make changes and improvements to the services they provide. Residents were asked which, if any, services they would be interested in becoming involved in. The majority of residents (81%) said none of the above. 10% of tenants said they'd be interested in getting involved with the Repairs service. The other services received similar levels of interest.

Shared owners show more of an interest in getting involved than tenants, 13% showed an interest in Repairs, Complaints and Estate Services, whereas 10% of tenants are interested.

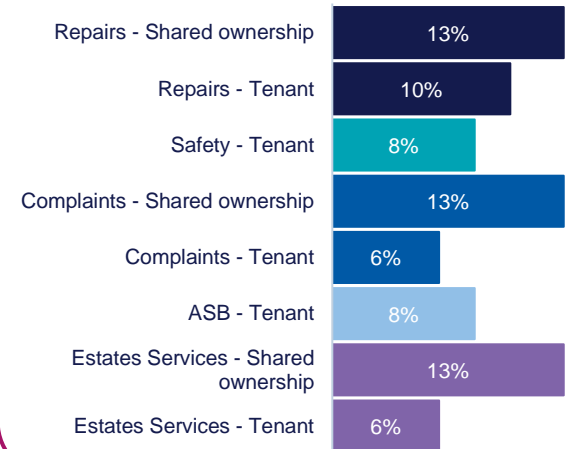
Future Survey Preference



Involved in Services



Involvement by Tenure





Improvements



Residents were asked what one thing OCC could improve, and 877 respondents commented. However, 21% said that they did not know what improvement to suggest or replied with 'no comment'. As well as 10% of comments made are positive about the services provided.

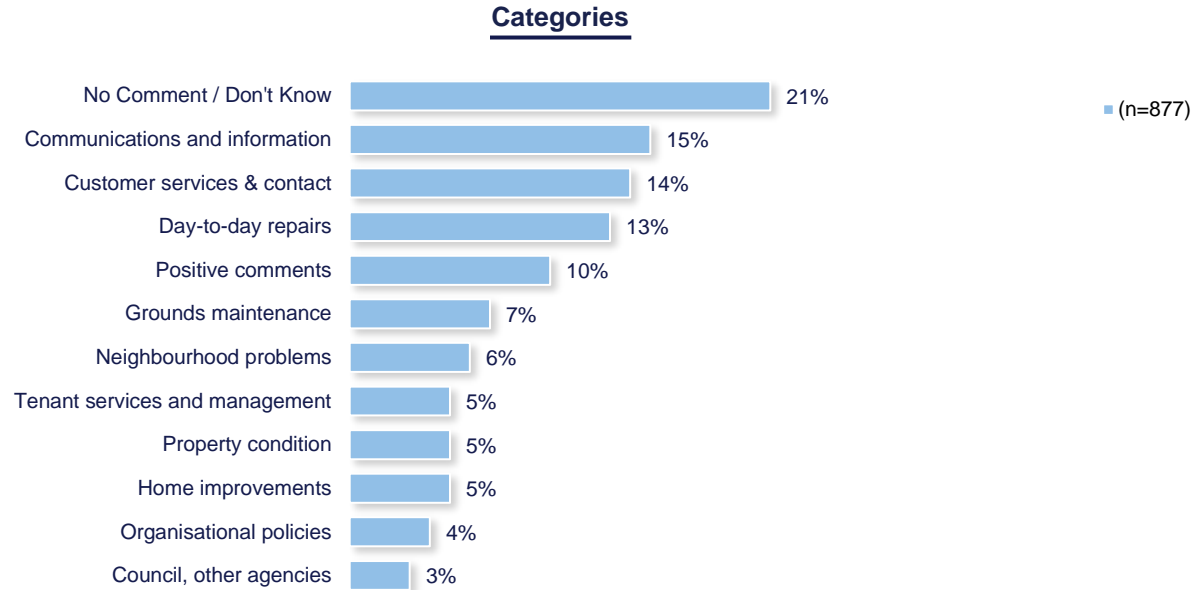
The top categories for improvement suggestions have changed slightly this year compared to the similar responses seen last year. Communication and information has been mentioned by 15% of respondents, followed closely by customer services & contact (14%) and then the usual mention of day-to-day repairs (13%).

Breaking down the categories further, 4% of comments relate to each of the following: Staff showing more care, empathy and support when in contact with customers; and listening carefully, acting upon the views given and providing feedback, general communications and repairs still being outstanding or forgotten.

In addition, residents mentioned grounds maintenance and neighbourhood problems.

Other suggested areas for improvement range from residents' services, condition of properties and home improvements required.

Improvement Suggestions



Improvements - Example Comments



Communication

"Just listen, have a more understanding ear to certain peoples' situations, I feel working families are penalised and we don't get the help that we need."

"Communicate with their tenants better."

"Visiting tenants and actually listening to their problems and doing something about them."

"I understand they are short of workers sometimes, or maybe they are trying to fob us off, but they need to check these places a bit more."

"I think it's the housing situation, I think when someone is coming to you with severe medical problems, I think they need a bit more compassion. There is such a restriction right now on houses, and they need to re-dig it and go back to square one and see who needs it. Face to face appointments and be a bit more vigilant."

Customer Service

"Be more understanding of individual residents' circumstances and take more responsibility for problems."

"When you phone, they should answer quicker."

"Their response, the time and appointments, they don't keep them, they put it all down but don't get back in touch with you."

"Their monthly magazines come through email now, not by post, I would rather it be by post, there are many people who don't have the facilities to email. It also gives useful numbers in the magazine."

"Communication, just when they say they will call us back and will be touch we never hear anything until we have to call back and chase it up."

"Read the complaint and get to the point of resolution."

Repairs

"The repairs service; when they say they are going to come and do the jobs, do them (I am still waiting for new windows)."

"More timeslots for repair appointments."

"Better quality materials to replace and fix things in the house. For example, door handles, they has recently been replaced and have already broken."

"Making sure homes are safe for tenants and not leaving repairs."

"Doing repairs on time, making sure they maintain communal areas and keep them clean. Make sure housing is suitable to live in. Home is outdated, hasn't been reviewed for 10 years, and appliances are old and have been the same since I moved in."

"When you have a repair, they never contact you to see if you are satisfied with it."

Other improvements

"More parking is needed here; we are sharing the parking, and there is not a lot. Sometimes you'll come home late, and there is nowhere to park."

"Ground maintenance, need to come and have a look, clear the rubbish and the people who are littering should be warned of being fined."

"Explain where our rent goes, explain that better because it is very high and I would like an annual report, maybe it is out there, and I have never seen it, or you can send an email and explain where and why."

"They could communicate by phone or letter rather than email. I am a pensioner, and I find it very difficult."

"They could lower the expense or cut it completely when it is their mistake, not the tenants."



Trends



This is the second year where all 12 Tenant Satisfaction Measures were asked. Since the last survey in 2023/24, the levels of satisfaction for three of the measures have remained the same. These are homes being kept well-maintained, the repairs service in the last 12 months and the upkeep of communal areas.

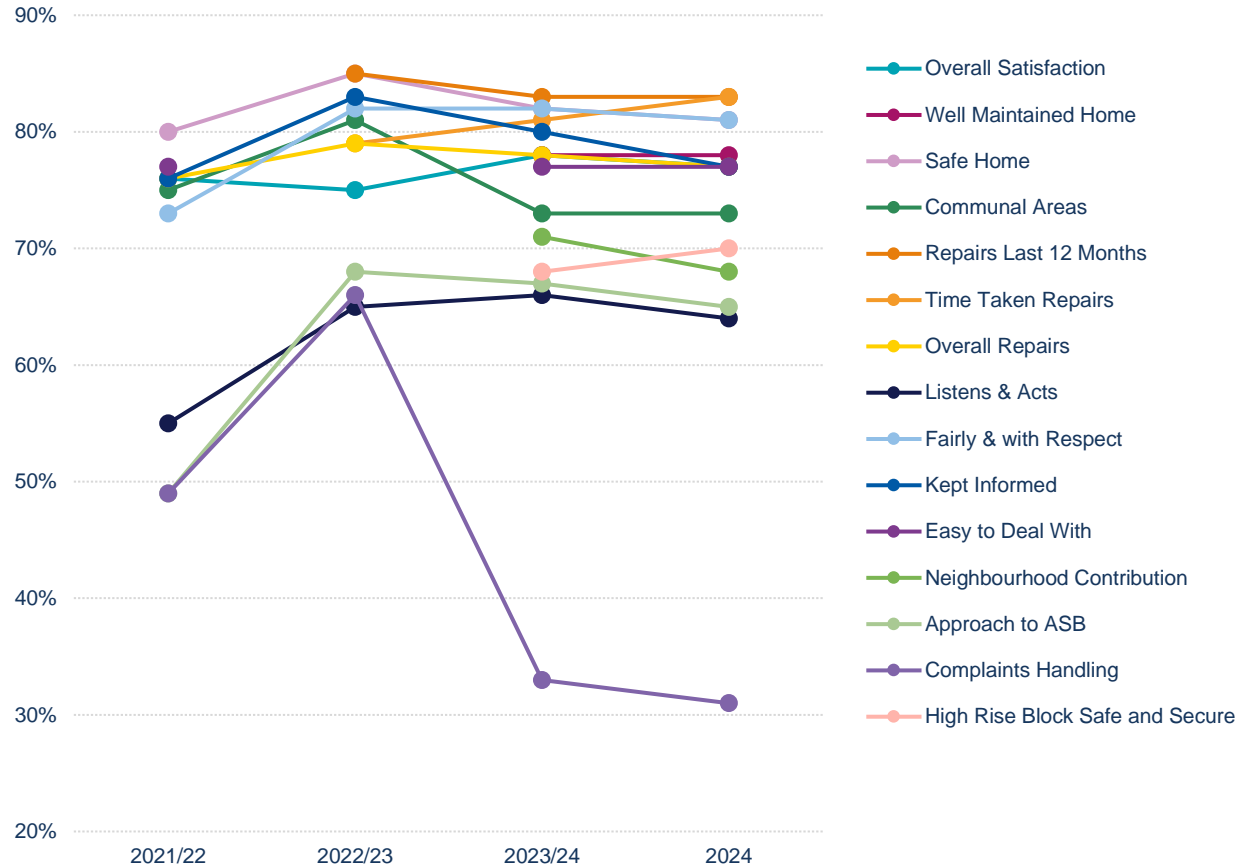
The only TSM to have increased is the time taken to deal with repairs, which has gone up by 2p.p.

All other measures have decreased since the last survey, although most are down by 1 or 2p.p only. The biggest fall in satisfaction is by 3p.p and that is for keeping residents informed about things that matter to them and neighbourhood contribution.

It is worth noting that all measures relating to respectful and helpful engagement have gone down, which ties in with the most common improvement suggestions being communication and customer service.

Alongside the TSM metrics, residents' satisfaction with the Council being easy to deal with has remained the same, overall repairs has gone down by 1p.p but resident satisfaction with the high-rise blocks being safe secure has increased by 2p.p.

Trends Over Time





Year-on-Year Change

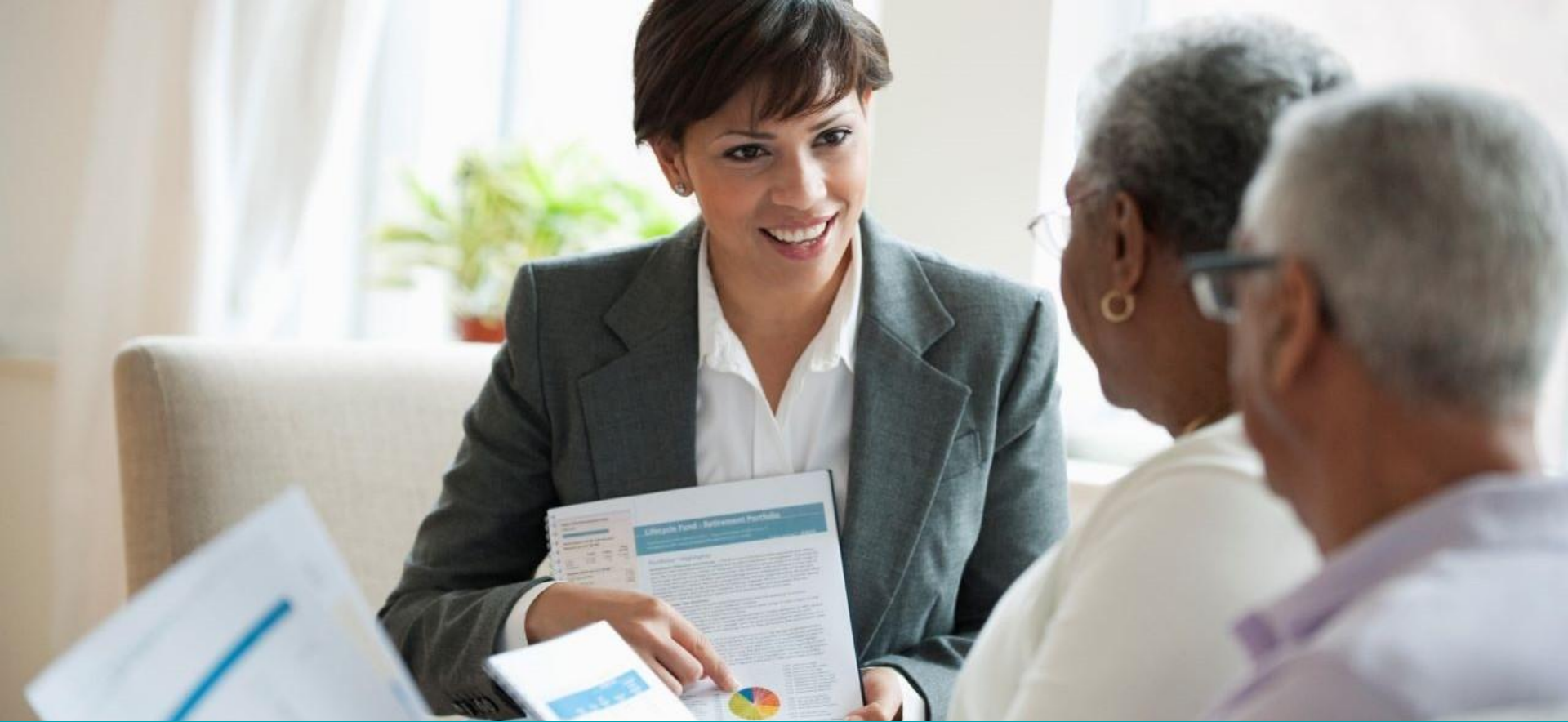
The table shows the annual results for 2024 against those for 2023/24, with positive changes shown in green and negative changes in purple.

Although there is more purple than green, the changes are all small, and none are statistically significant.

Overall satisfaction is down by less than 1p.p. The biggest change is for the positive contribution made to the neighbourhood, which is down by 4p.p.

On the positive side, satisfaction with the time to complete repairs is up by 2p.p, and there is a similar increase in satisfaction among those in the high-rise blocks.

	2023/24	2024
Overall Satisfaction	78%	77% (0)
Well Maintained Home	78%	78% (-1)
Safe Home	82%	81% (-1)
Communal Areas	73%	73% (-1)
Repairs Last 12 Months	83%	83% (+0)
Time Taken Repairs	81%	83% (+2)
Overall Repairs	78%	77% (-1)
Listens & Acts	66%	64% (-2)
Fairly & with Respect	82%	81% (-1)
Kept Informed	80%	77% (-3)
Easy to Deal With	77%	77% (0)
Neighbourhood Contribution	71%	68% (-4)
Approach to ASB	67%	65% (-2)
Complaints Handling	33%	31% (-1)
High Rise Block Safe and Secure	68%	70% (+2)



Understanding Satisfaction



Satisfaction & Dissatisfaction

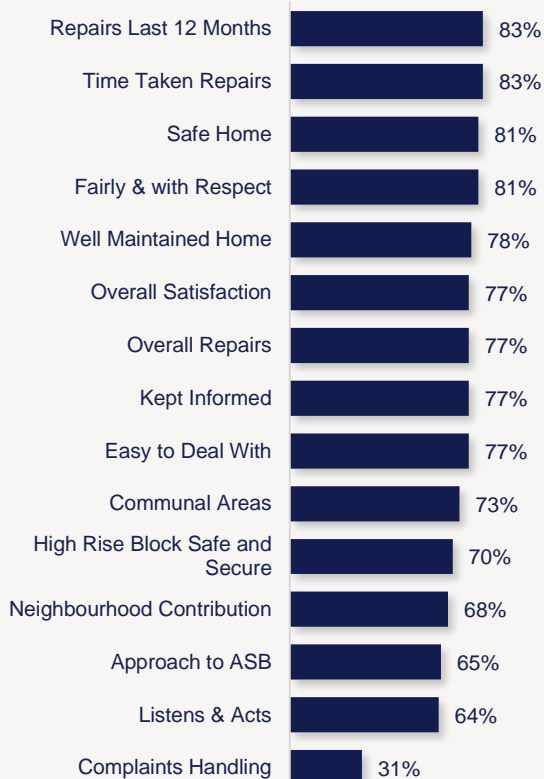
The charts opposite show both the levels of satisfaction and dissatisfaction with the range of services provided.

The charts show that satisfaction is generally good across the range of measures and dissatisfaction is relatively low. The only exception is for the handling of complaints where 31% are satisfied and almost twice as many (59%) are dissatisfied. However, this is the only measure where more are dissatisfied than satisfied.

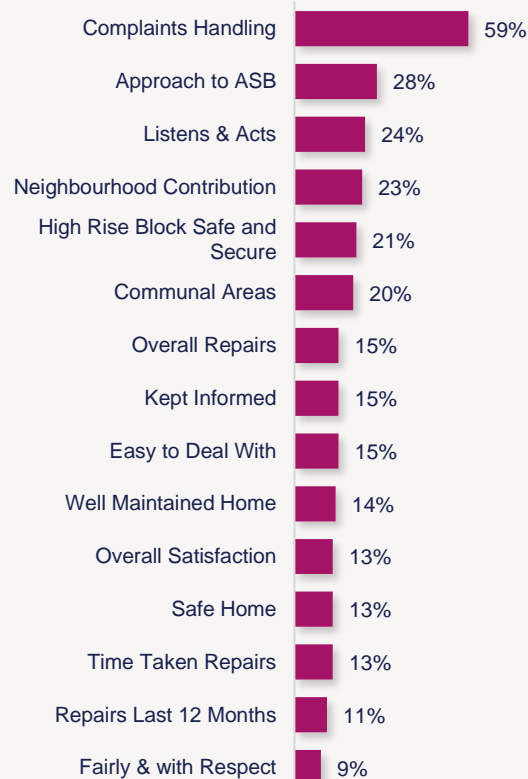
Over three-quarters of residents are satisfied overall, with four of the measures receiving satisfaction levels above 80%.

Correspondingly, dissatisfaction is relatively low, with fewer than a fifth of residents dissatisfied, including the overall service at 13%. Apart from the handling of complaints, around a quarter of residents are dissatisfied with the handling of ASB, how the Council listens to residents' views and makes a positive contribution to the neighbourhood.

Satisfaction with Measures 2024



Dissatisfaction with Measures 2024





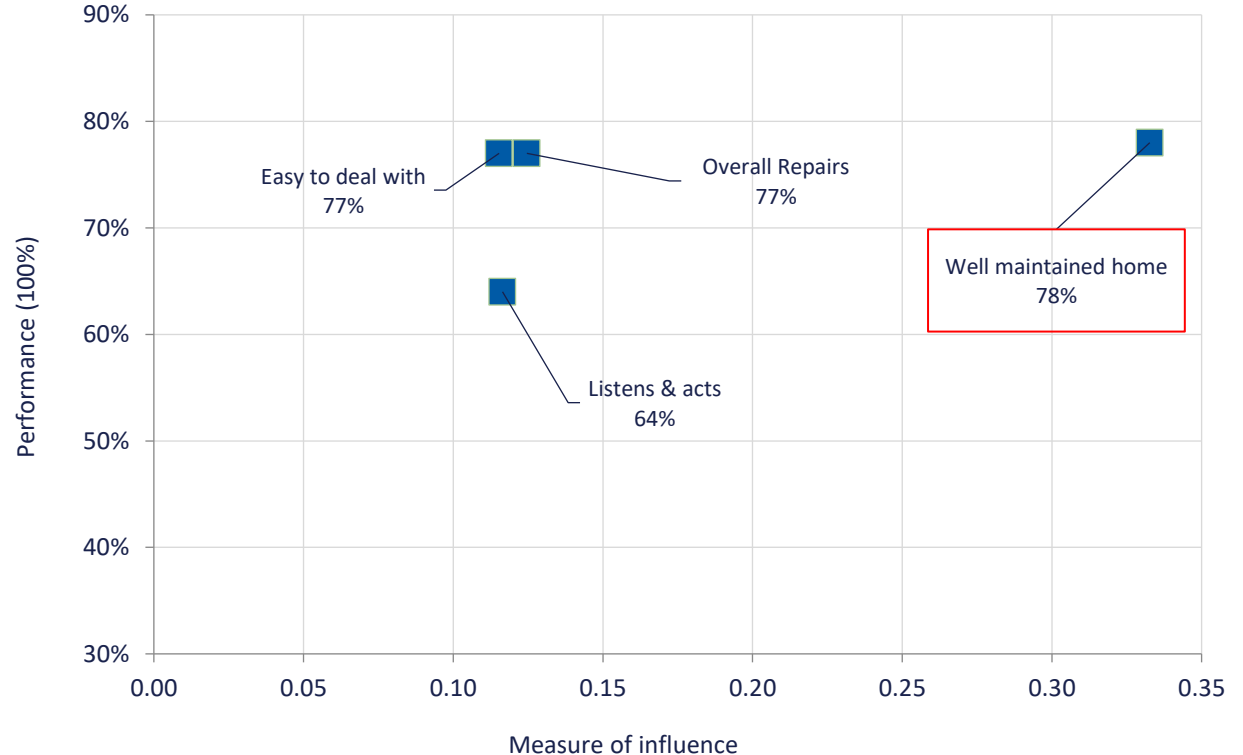
Key Driver Analysis

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 has its own unique pattern of influence, and when considering the results for 2024, the most important driver for residents' satisfaction with the overall services is that the Council provides a well-maintained home. The overall repairs service, being easy to deal with, and how it listens to residents' views are also important but not as influential.

This analysis implies 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





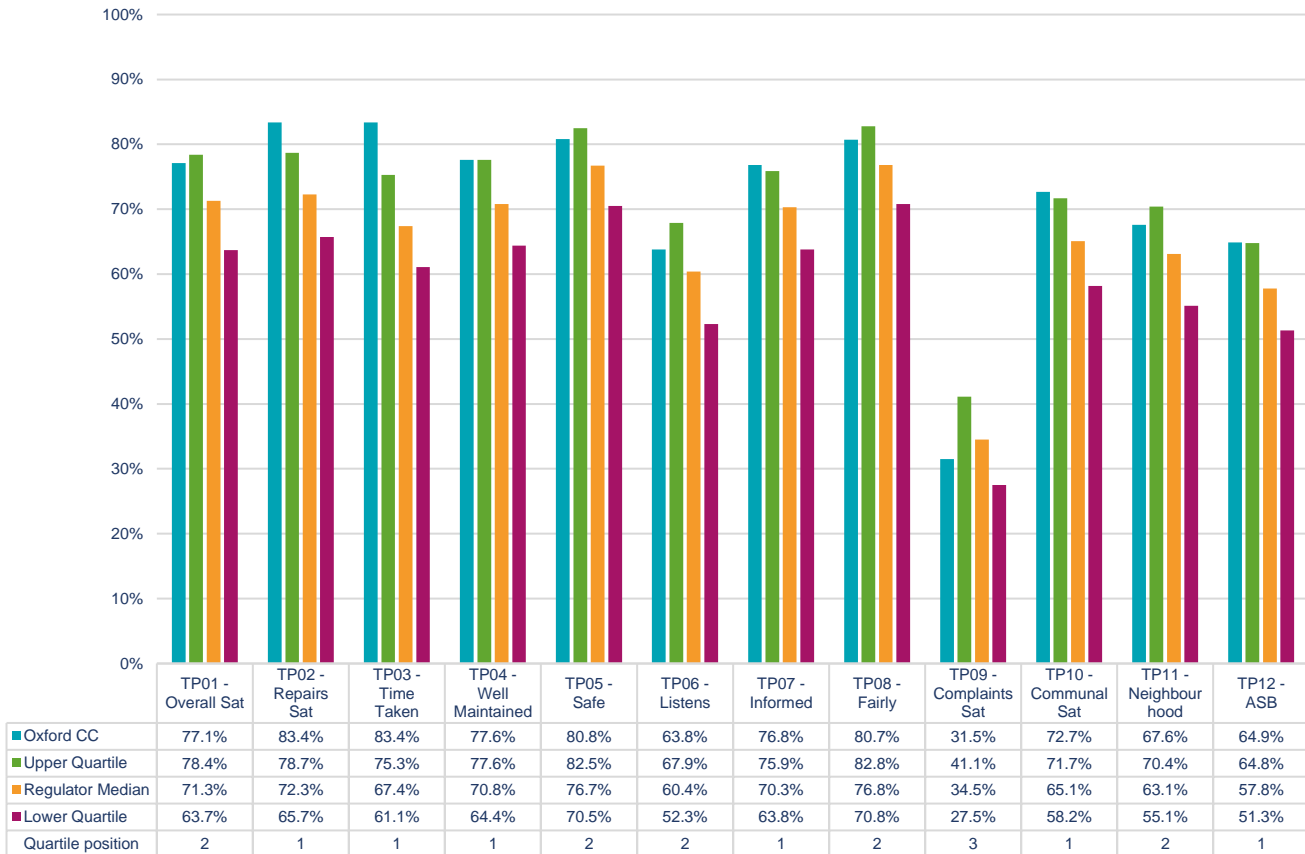
Benchmarking – RSH (LCRA) - All landlords

The Regulator of Social Housing has just released the TSM data for 2023/24, so it is now possible to compare the results from the OCC survey with the quartile positions from this data set. This includes all landlords submitting data, including housing associations and councils.

Oxford City Council compares well against this group with all but one measure having satisfaction levels above the group medians, the only exception being for the handling of complaints, which falls into the third quartile.

On the others, six measures are in the top quartile, including the repairs measures, and five are in the second quartile, including the overall satisfaction, which is just 1.3p.p below the top quartile mark.

This is very encouraging, and overleaf shows how the Council compares with other councils.



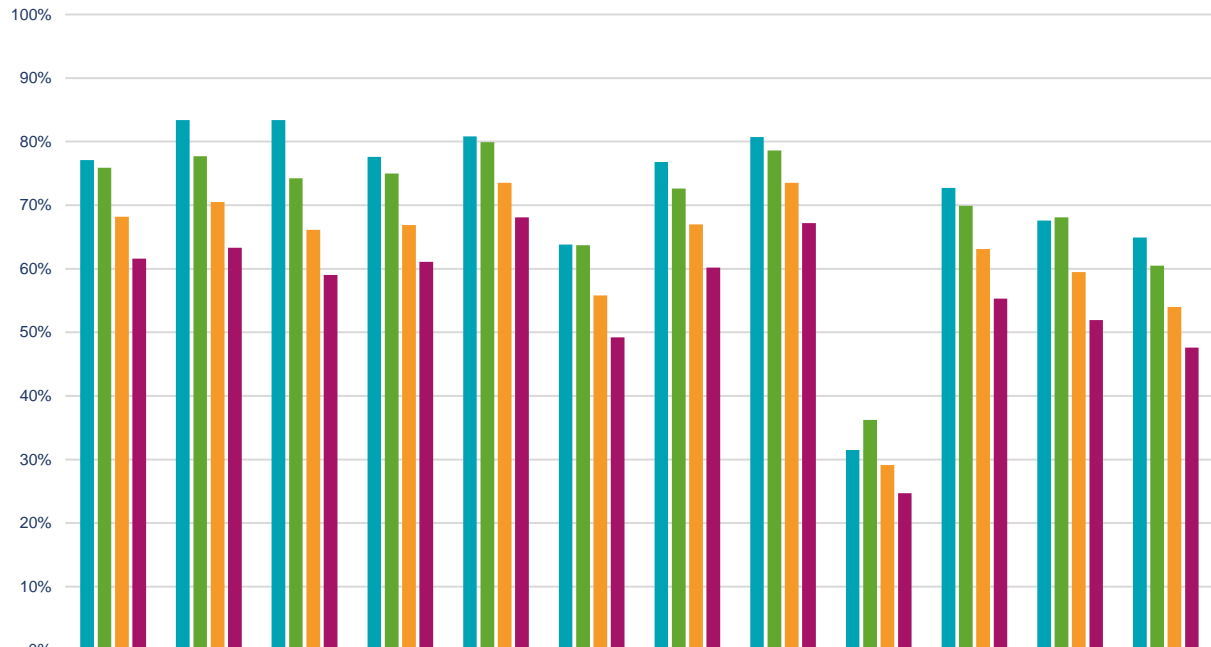


Benchmarking – RSH (LCRA) - Councils

The RSH data has been split here to just show the results from local authorities, which is, arguably, a better group to compare against.

OCC does, in fact, compare better than against the wider group with all measures above the group medians and ten out of 12 in the top quartile, including the overall satisfaction.

The only exceptions to this are for the handling of complaints and dealing with ASB, both of which fall into the second quartile.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe home	TP06 - Listens & Acts	TP07 - Keeps you informed	TP08 - Fairly & with respect	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
■ Oxford CC	77.1%	83.4%	83.4%	77.6%	80.8%	63.8%	76.8%	80.7%	31.5%	72.7%	67.6%	64.9%
■ Upper Quartile	75.9%	77.7%	74.2%	75.0%	79.9%	63.7%	72.6%	78.6%	36.2%	69.9%	68.1%	60.5%
■ Regulator Median	68.2%	70.5%	66.1%	66.9%	73.5%	55.8%	67.0%	73.5%	29.1%	63.1%	59.5%	54.0%
■ Lower Quartile	61.6%	63.3%	59.0%	61.1%	68.1%	49.2%	60.2%	67.2%	24.7%	55.3%	51.9%	47.6%
Quartile position	1	1	1	1	1	1	1	1	2	1	2	1



When considering the results, it is important to consider the national context and external factors.

For example:

- Cost of Living Crisis, increase in poverty and pressure on local authority funding
- Government & Political Changes
- Uncertainty about the Future
- Brexit and the economy

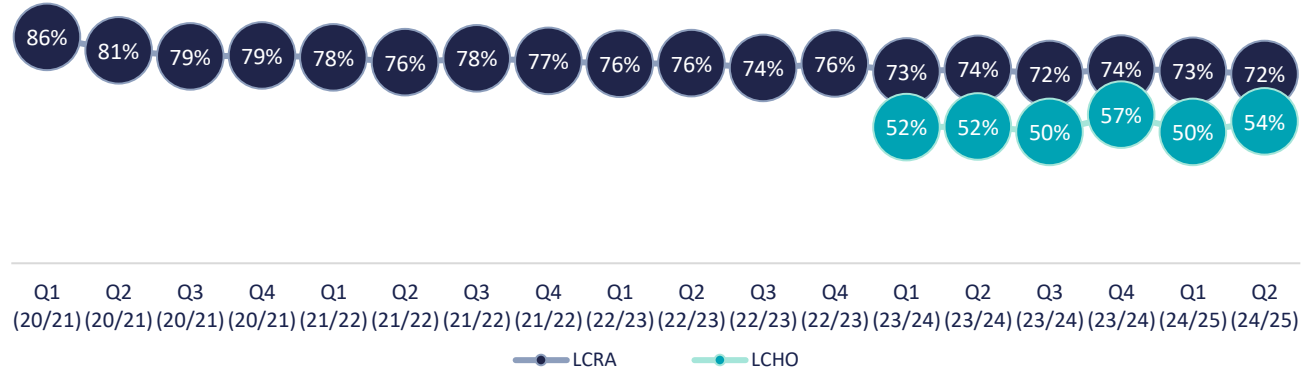
Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic have altered the way some social landlords operate.

The top graph demonstrates how overall satisfaction has changed over time (tracker only). The trendline is downward. The lower chart shows the results from Housemark members with a peak in 2015/16 but a slow decline since; this started before the effects of the pandemic started to hit.

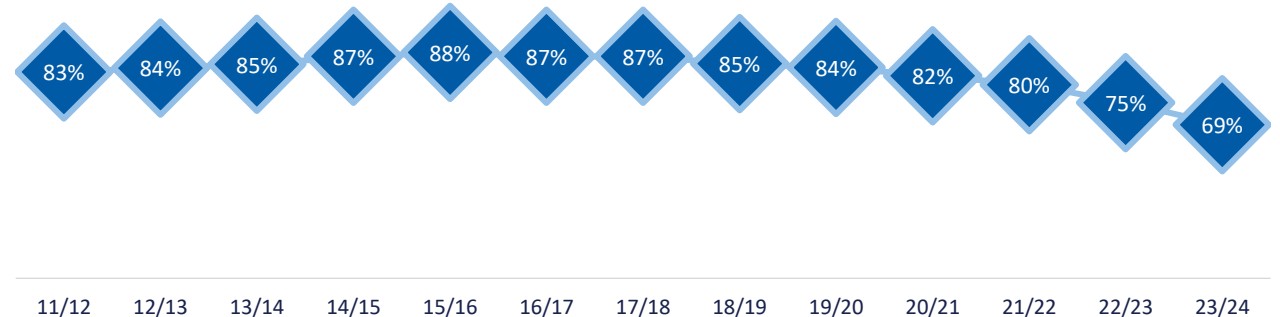
The results from OCC have fallen a little since last year, and this tends to follow the general pattern seen across the sector, so it is not entirely surprising.

National Context

Overall Services (Acuity Clients)



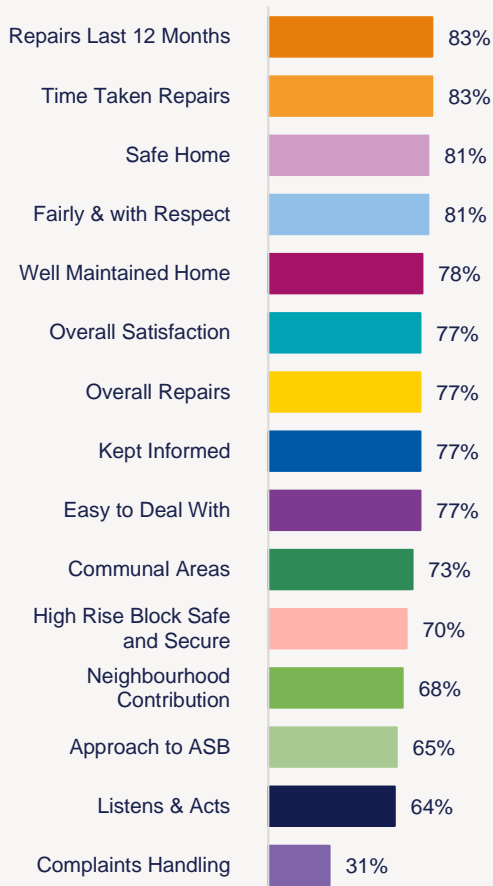
Satisfaction with services provided (NHF/Housemark median - general needs)





Summary

Satisfaction with Measures



Summary

Acuity has undertaken the second of these TSM-based surveys for Oxford City Council. At the close of the survey, 950 completed responses had been received, all from LCRA residents apart from eight from the Council's shared owners (LCHO).

The range of satisfaction is good with 77% satisfied with the overall services provided by the Council, and these measures compare well with other social landlords who have submitted their results to the Regulator. This sits towards the middle of measures with four recording more than 80% satisfaction, the highest for the repairs service in the last 12 months and the time to complete repairs

At the other end of the scale is the way the Council listens to residents' views and acts upon them and the handling of complaints. Dissatisfaction is correspondingly low, with just 13% dissatisfied with the overall services, although 58% are dissatisfied with the handling of complaints; this being the only measures where more are dissatisfied than satisfied.

There has been some change in satisfaction since last year, with most measures showing a small decrease, although no change is statistically significant. Overall satisfaction has fallen by less than 1p.p with the biggest change for the contribution made to the neighbourhood, which is down by 4p.p. However, satisfaction with the time to complete repairs is up by 2p.p, and of those in the high-rise blocks, 2p.p more are satisfied with its safety.

The key driver for overall satisfaction is having a well-maintained home; the overall repairs service, being easy to deal with, and how the Council listens to residents' views are also important but not as influential. The Regulator has now released the TSM results for 2023/24, and against these, the Council compares very well, with all but one measure above the group medians. When compared with just other councils, OCC compares even better with ten measures in the top quartile, including the overall satisfaction.

When asked what could be improved, communication tops the list with residents wanting the Council to listen to them more carefully and to be kept up to date with the progress of queries. Also, some say they want the staff to show them a little more care and support when they make contact. Outstanding repairs are an issue for some; others mention the grounds maintenance and neighbourhood problems, and some have an issue with the condition of their properties, damp & mould in particular.

Perhaps a little strangely, those in the high-rise blocks are generally the most satisfied, and satisfaction does appear to increase with age. Male residents are more satisfied than their female counterparts, and those in Osney & St Thomas are generally the most satisfied of all the different areas within the city.





Recommendations

Oxford City Council aims to provide great homes for all – giving residents more say in the way their homes and communities are managed, and investing to improve estates, maintenance and fund refurbishments.

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

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

Shown opposite are some recommendations that OCC may wish to follow up on to help improve satisfaction in the future.

How complaints are dealt with

Since the introduction of the TSMSs, the handling of complaints has been consistently the lowest rated service, and it is also the lowest rated in this survey. A fifth of residents said they had made a complaint, but the question of 'what is a complaint?' continues, so it is not clear how many of these are genuine complaints or service requests. Dissatisfaction is high; the survey didn't include any follow-up question, but often, this is linked to the quality and frequency of communications, although this performance does compare quite well with other councils. Where landlords do well with complaints, it is usually because they are clear on how and when residents should complain, what they can expect in terms of service and have regular updates on progress. The Council will have looked at this previously, but there is still room for improvement, and it should look at the process and the communication residents who have complained receive.

Property maintenance

The key driver for overall satisfaction remains having a well-maintained home, but the good news is that satisfaction with the repairs service is high and compares well with other landlords, and the time to complete repairs has seen a rise in satisfaction since last year. Despite this, when asked about the service, those who are dissatisfied say it is primarily linked to the time to complete repairs and dealing with outstanding works. In addition, some report issues with damp & mould, and whilst it is not easy to assess the extent of the problems, these will need to be investigated and action taken where necessary. However, these types of works can then add to the time to complete other, less urgent works. The overall outlook is good, with most happy with the repairs service, although tackling the few issues raised could help this improve even further.

Customer services and communications

Although satisfaction with the different aspects of engagement are generally good and compare well, some feel the Council could listen to their views more carefully and show them more care and support when they make contact. On that subject, some have real difficulty getting in touch, and some say calls are not returned when promised. The good news is that around a fifth of residents would like to be more involved in the running of the services and would get involved with a range of subjects, including repairs and ASB. This presents the Council with a good opportunity and should be followed up. Increased involvement will also help target improvements the residents want and need.



Demographics



Tenure

Although the shared owners were included in the survey, only eight responded.

In general, shared owners are less satisfied than their tenant counterparts; on the face of it, that is also the case here, but the small numbers involved make drawing any firm conclusions is impossible.

	All Residents	Shared ownership	Tenant
Overall Satisfaction	77%	50% *	77%
Well Maintained Home	78%	50% *	78%
Safe Home	81%	43% *	81%
Repairs Last 12 Months	83%	50% *	84%
Time Taken Repairs	83%	50% *	84%
Overall Repairs	77%	38% *	77%
Communal Areas	73%	29% *	73%
Neighbourhood Contribution	68%	75% *	68%
Approach to ASB	65%	25% *	65%
Listens & Acts	64%	38% *	64%
Kept Informed	77%	63% *	77%
Fairly & with Respect	81%	75% *	81%
Easy to Deal With	77%	38% *	77%
Complaints Handling	31%	40% *	31%
High Rise Block Safe and Secure	70%	- *	70%



Property Type

The satisfaction levels from those in the different property types are shown here.

Although relatively few live in high-rise blocks satisfaction among the residents here is high with 88% satisfied with the overall services provided by the Council. In fact, they are very satisfied with most measures, although are the least satisfied with the safety of their home and the handling of ASB.

Residents of bungalows, who are most likely to be older, are also highly satisfied with some aspects of the service, particularly the repairs service.

The residents of the maisonettes are generally the least satisfied. These are often occupied by families and often have little or no outside space, so it is common to see lower satisfaction here.

	All Residents	Bungalow	Flat	High Rise Flat	House	Maisonette
Overall Satisfaction	77%	82%	74%	88%	79%	71%
Well Maintained Home	78%	82%	76%	88%	78%	71%
Safe Home	81%	81%	78%	69%	84%	74%
Repairs Last 12 Months	83%	93%	81%	81%	85%	73%
Time Taken Repairs	83%	97%	81%	82%	84%	77%
Overall Repairs	77%	76%	78%	91%	76%	71%
Communal Areas	73%	67%	73%	83%	71%	57%
Neighbourhood Contribution	68%	68%	75%	91%	60%	61%
Approach to ASB	65%	65%	63%	54%	68%	67%
Listens & Acts	64%	70%	64%	73%	63%	59%
Kept Informed	77%	81%	77%	85%	76%	70%
Fairly & with Respect	81%	80%	80%	100%	81%	74%
Easy to Deal With	77%	79%	77%	94%	76%	59%
Complaints Handling	31%	25% *	38%	38% *	23%	40%
High Rise Block Safe and Secure	70%	- *	- *	70%	- *	- *



Age Group

It is common in surveys of this type that satisfaction increases with the age of the tenant, and this appears to be true here with the most satisfied overall being those aged 75 to 84 and the least aged 25 to 34.

Although there are fewer in the 85 and over group, these also tend to be very satisfied.

It is not entirely clear why this factor makes so much difference, it is possibly linked to differing expectations across the ages, older tenants generally being more prepared to put up with things and are reluctant to complain.

However, the age profile is an important factor and needs to be considered when comparing results with other providers.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	77%	50% *	65%	73%	81%	75%	79%	83%	85%	84%	38% *
Well Maintained Home	78%	75% *	59%	74%	81%	75%	79%	87%	83%	85%	50% *
Safe Home	81%	50% *	60%	76%	80%	84%	83%	92%	88%	96%	43% *
Repairs Last 12 Months	83%	100% *	69%	74%	86%	87%	88%	91%	96%	86%	33% *
Time Taken Repairs	83%	67% *	71%	76%	84%	90%	91%	87%	91%	93%	33% *
Overall Repairs	77%	50% *	62%	70%	77%	80%	77%	90%	84%	83%	25% *
Communal Areas	73%	17% *	57%	69%	73%	81%	76%	79%	88%	89% *	38% *
Neighbourhood Contribution	68%	83% *	66%	66%	68%	60%	67%	71%	69%	88%	67% *
Approach to ASB	65%	75% *	51%	58%	61%	73%	69%	75%	69%	100%	20% *
Listens & Acts	64%	25% *	57%	54%	62%	64%	71%	75%	71%	79%	25% *
Kept Informed	77%	38% *	64%	74%	79%	73%	85%	84%	77%	90%	50% *
Fairly & with Respect	81%	83% *	71%	77%	80%	83%	80%	88%	84%	90%	63% *
Easy to Deal With	77%	50% *	68%	71%	75%	79%	83%	85%	82%	83%	25% *
Complaints Handling	31%	0% *	42%	24%	21%	43%	24%	41%	27%	100% *	25% *
High Rise Block Safe and Secure	70%	- *	50% *	50%	86% *	100% *	67% *	100% *	100% *	100% *	- *



Gender

Female tenants outnumber their male counterparts but are generally a little less satisfied with the majority of measures.

In fact, male tenants are more satisfied with all but two of the satisfaction measures; the time taken to complete repairs and the handling of complaints where both genders have the same level of satisfaction.

The differences are relatively small, and evidence shows that this is not a significant factor in determining satisfaction against other factors such as age.

	All Residents	Female	Male	Unknown
Overall Satisfaction	77%	76%	79%	100% *
Well Maintained Home	78%	75%	83%	100% *
Safe Home	81%	79%	83%	100% *
Repairs Last 12 Months	83%	81%	89%	- *
Time Taken Repairs	83%	84%	82%	- *
Overall Repairs	77%	75%	81%	33% *
Communal Areas	73%	69%	78%	- *
Neighbourhood Contribution	68%	64%	75%	50% *
Approach to ASB	65%	63%	69%	33% *
Listens & Acts	64%	63%	67%	0% *
Kept Informed	77%	74%	83%	67% *
Fairly & with Respect	81%	79%	84%	100% *
Easy to Deal With	77%	76%	78%	67% *
Complaints Handling	31%	31%	31%	100% *
High Rise Block Safe and Secure	70%	64%	82%	- *



Area

The Council operates over 25 wards within the city and surrounding towns and the results from these are shown across the next three pages and the results can also be analysed on the dashboard.

In terms of the overall satisfaction those in Headington Hill & Northway (88%) and Donnington (87%) are the most satisfied and those in Abingdon are the least.

It is difficult to draw any firm conclusions about this as the differences are often small and are likely to be affected by a number of external factors such as property type and local amenities.

	Abingdon	Barton and Sandhills	Blackbird Leys	Carfax and Jericho	Churchill	Cowley	Cuttlestowe and Sunnymede	Donnington	Headington
Overall Satisfaction	64%	74%	79%	76%	81%	77%	75%	87%	69%
Well Maintained Home	73%	80%	75%	67%	79%	70%	81%	87%	63%
Safe Home	50%	84%	84%	75%	84%	74%	81%	80%	81%
Repairs Last 12 Months	75% *	83%	86%	89%	85%	72%	85%	74%	50%
Time Taken Repairs	75% *	81%	80%	76%	90%	72%	90%	87%	80%
Overall Repairs	82%	78%	73%	67%	83%	75%	77%	74%	63%
Communal Areas	43% *	65%	73%	67%	72%	60%	60%	80%	60% *
Neighbourhood Contribution	67% *	65%	68%	56%	75%	55%	75%	69%	64%
Approach to ASB	60% *	62%	73%	43%	59%	52%	85%	72%	67% *
Listens & Acts	56% *	70%	66%	56%	62%	59%	68%	69%	46%
Kept Informed	64%	82%	77%	78%	78%	77%	73%	79%	64%
Fairly & with Respect	90%	83%	78%	71%	86%	73%	86%	86%	67%
Easy to Deal With	55%	82%	79%	75%	80%	70%	71%	80%	56%
Complaints Handling	0% *	17%	31%	25% *	26%	23%	43% *	44% *	50% *
High Rise Block Safe and Secure	- *	- *	80% *	- *	50% *	0% *	- *	- *	- *



Area Continued

Area analysis continued.

	Headington Hill and Northway	Hinksey Park	Holywell	Kidlington	Littlemore	Lye Valley	Marston	Northfield Brook	Osney and St Thomas
Overall Satisfaction	88%	73%	20% *	85%	69%	80%	75%	78%	86%
Well Maintained Home	82%	78%	20% *	92%	74%	70%	80%	80%	100%
Safe Home	79%	83%	40% *	100%	83%	63%	72%	82%	100%
Repairs Last 12 Months	84%	78%	50% *	100% *	84%	83%	100%	79%	100%
Time Taken Repairs	76%	79%	100% *	100% *	84%	92%	89%	87%	77%
Overall Repairs	79%	76%	25% *	77%	79%	72%	72%	80%	95%
Communal Areas	81%	85%	80% *	100% *	86%	45%	73%	88%	86%
Neighbourhood Contribution	67%	64%	100% *	83% *	68%	74%	62%	69%	88%
Approach to ASB	73%	67%	25% *	67% *	57%	67%	64%	67%	73%
Listens & Acts	64%	56%	33% *	82%	56%	57%	48%	71%	75%
Kept Informed	84%	74%	33% *	92%	76%	72%	58%	83%	87%
Fairly & with Respect	91%	79%	33% *	85%	70%	88%	75%	92%	100%
Easy to Deal With	82%	67%	25% *	92%	72%	75%	63%	88%	95%
Complaints Handling	13% *	18%	100% *	50% *	60%	20% *	20% *	43% *	50% *
High Rise Block Safe and Secure	89% *	- *	- *	- *	- *	- *	- *	78% *	- *



Area Continued

Area analysis continued.

	Quarry and Risinghurst	Rosehill and Iffley	St Clements	St Mary's	Temple Cowley	Walton Manor	Wolvercote
Overall Satisfaction	76%	77%	80%	60% *	80%	0% *	83%
Well Maintained Home	74%	74%	89%	50% *	90%	100% *	77%
Safe Home	76%	81%	88%	60% *	80%	0% *	86%
Repairs Last 12 Months	79%	90%	90%	50% *	100% *	- *	95%
Time Taken Repairs	74%	83%	95%	75% *	100% *	- *	90%
Overall Repairs	81%	73%	90%	60% *	80%	100% *	90%
Communal Areas	68%	70%	79%	- *	100% *	- *	73%
Neighbourhood Contribution	68%	49%	83%	0% *	86% *	0% *	80%
Approach to ASB	75%	67%	72%	33% *	60% *	- *	88%
Listens & Acts	58%	70%	81%	40% *	75% *	0% *	71%
Kept Informed	66%	79%	86%	50% *	67% *	0% *	86%
Fairly & with Respect	80%	81%	84%	60% *	70%	0% *	86%
Easy to Deal With	66%	77%	88%	60% *	100%	100% *	82%
Complaints Handling	33% *	31%	17% *	50% *	0% *	0% *	67% *



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

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