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# Oxford City Council TSM Survey

2023 Report

November 2023

Prepared by: Acuity Research & Practice

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**acuity**  
making sense of housing



# Contents

1. [Introduction](#)
2. [Key Metrics Summary](#)
3. [Overall Satisfaction](#)
4. [Keeping Properties in Good Repair](#)
5. [Responsible Neighbourhood Management](#)
6. [Respectful & Helpful Engagement](#)
7. [Improvement Suggestions](#)
8. [Resident Involvement & Future Surveys](#)
9. [Trends](#)
10. [Understanding Satisfaction](#)
11. [Conclusion](#)
12. [Recommendations](#)



# Introduction

Oxford City Council (Oxford CC) own or manage approximately 8,000 properties around the city. Low cost rental accommodation (LCRA) tenants form the majority of residents, however, there are a small number of shared ownership (LCHO) residents.

Acuity has been commissioned to undertake an annual independent satisfaction survey of the residents of Oxford CC, to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

This survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing (RSH), which became mandatory to collect from April 2023 and are due to be reported for the first-time next year.

This one-off survey for Oxford City Council (Oxford CC) is RSH compliant, using the appropriate Tenant Satisfaction Measures (TSMs). The survey is designed to collect the views of approximately 950 residents a year, proportionally sampled by tenure, ward and age.

This report presents an analysis of the results based on the 960 responses for 2023 (carried out in October and November). This includes benchmarking of the new TSM questions against other Acuity clients, and analysis to reveal what is driving satisfaction at Oxford CC.

The survey was conducted by telephone and is confidential. The results are sent back to Oxford CC anonymised unless residents give their permission to be identified – 87% of residents did give permission to share their responses with their details attached and 95% of these residents are happy for Oxford CC to contact them to discuss any issues they raised.

The aim of this survey is to provide data on residents' satisfaction, which will allow Oxford CC 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.

For the overall results, Acuity, Housemark 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 960 responses were received in 2023, which is high enough to conclude that the findings are accurate to within  $\pm 3.0\%$ .

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.



# 78%















## Overall Satisfaction

In 2023, 78% of residents are satisfied with the overall service provided by Oxford CC. A similar percentage of residents that responded to the survey are satisfied that their homes are well maintained (78%), with the overall repairs and maintenance service (78%) and that Oxford CC is easy to deal with (77%).

There are even higher satisfaction rates for the repairs service over the last 12 months (83%), tenants being treated fairly and with respect (82%), the provision of a safe home (82%), the time taken to complete the last repair (81%) and tenants being kept informed (80%).

However, there is scope for improvement in some areas, such as how Oxford CC deals with anti-social behaviour (67%) and the handling of complaints (33%). Although these two aspects of service are often among the lowest-performing metrics for social landlords (see benchmarking pages 32 to 33).

# Key Metrics Summary 2023

	<b>78%</b> Well maintained home		<b>71%</b> Positive contribution to neighbourhood
	<b>82%</b> Safe home		<b>67%</b> Anti-social behaviour
	<b>68%</b> Safety & security (high-rise)		<b>77%</b> Easy to deal with
	<b>83%</b> Repairs - Last 12 months		<b>66%</b> Listens & acts
	<b>81%</b> Time taken - Last repair		<b>80%</b> Keeps you informed
	<b>78%</b> Repairs - Overall satisfaction		<b>82%</b> Treats fairly & with respect
	<b>73%</b> Communal areas clean & well maintained		<b>33%</b> Complaints handling

# National Context

As will be shown throughout this report satisfaction has generally decreased slightly since the previous survey. However, is this to do with Oxford CC's performance or other factors?

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

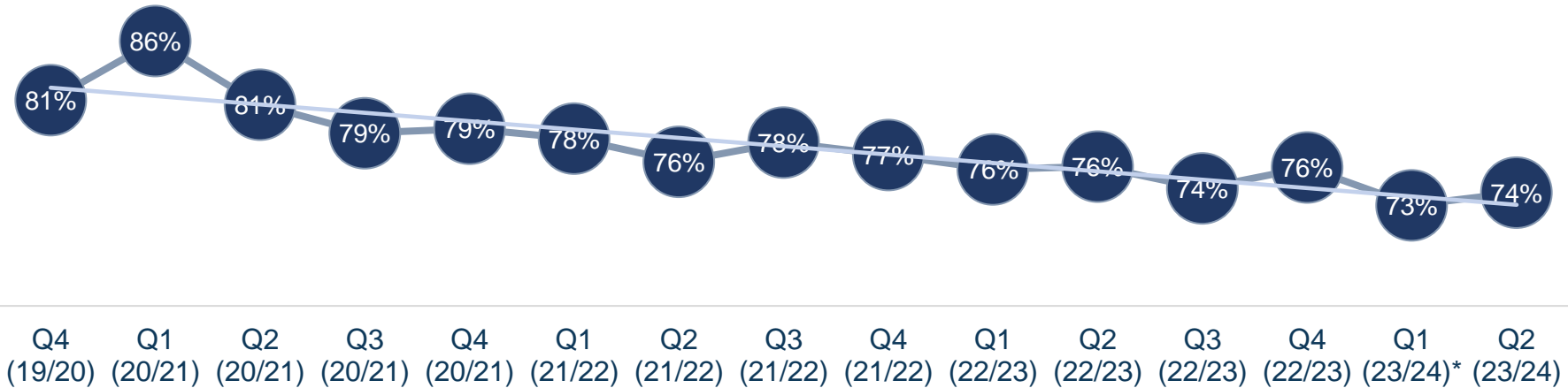
- Cost of Living Crisis
- Government and Political Changes
- Uncertainty about the Future
- Brexit and the Economy

Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

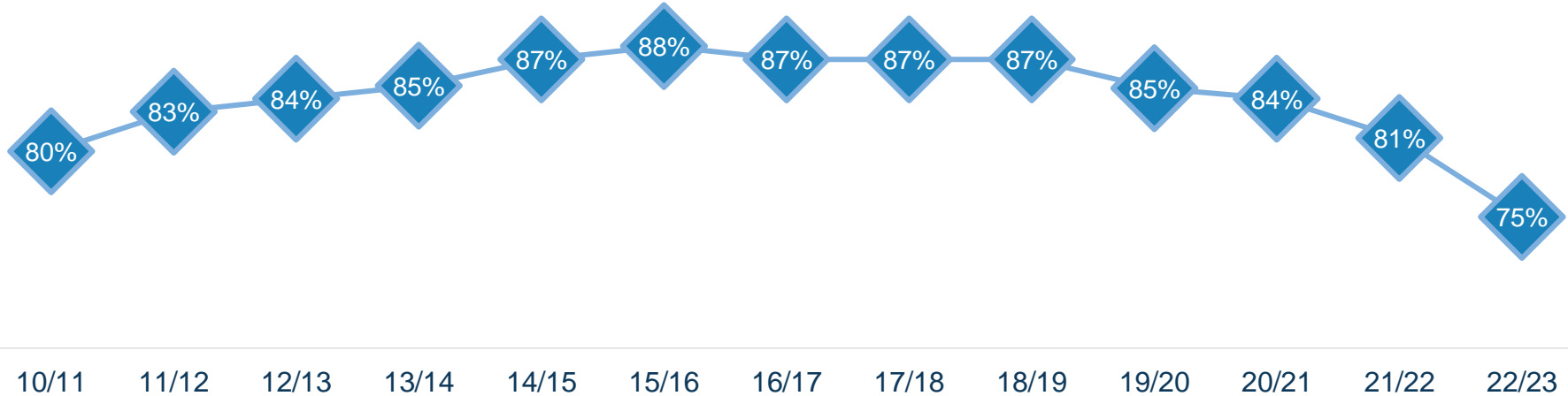
Despite all the current challenges facing the sector, Oxford CC has managed to achieve high levels of satisfaction with the overall services they provide (78%), rewarding their efforts.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trend line is downward over the last few years. The lower chart shows the results from Housemark members.

**Overall Services (Acuity Clients)**



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



\*LCRA only onwards





# Overall Satisfaction



# Overall Satisfaction

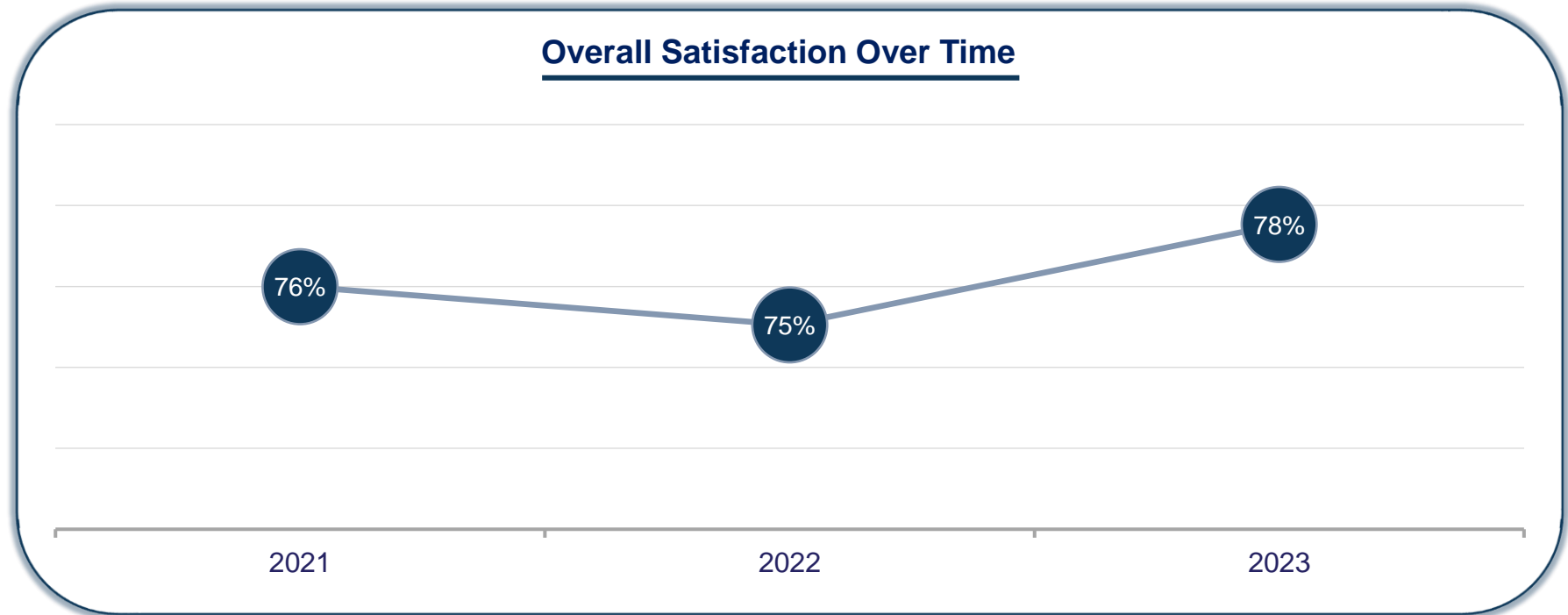
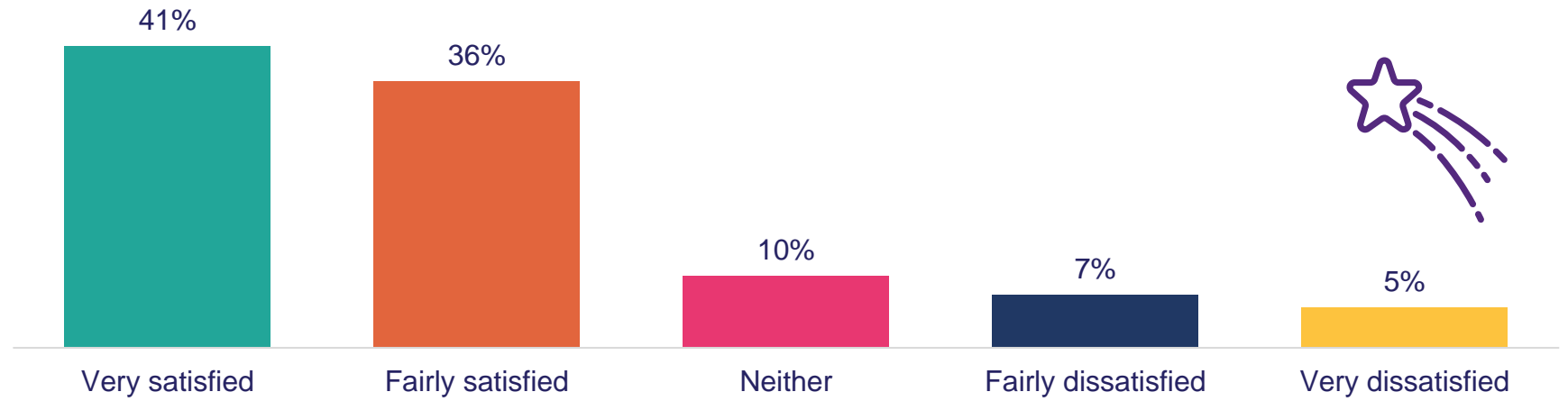
Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the service provided by Oxford City Council?” This is the key metric in any tenant perception survey.

Around eight out of ten residents are satisfied (78%), with slightly more very satisfied (41%) than fairly satisfied (36%).

However, 13% of residents are dissatisfied with the overall service provided, with the remaining 10% neither satisfied nor dissatisfied.

The overall satisfaction rating has improved by 3 percentage points, from last year’s survey results, and by 2 percentage points since 2021. This is positive, as during this time, several external factors have been impacting how landlords can operate (see page 5).

The ‘Understanding Satisfaction’ section of this report, further analyses the results by a range of different groups, including age, ethnicity, tenure and ward.





# Keeping Properties in Good Repair





# Keeping Properties in Good Repair

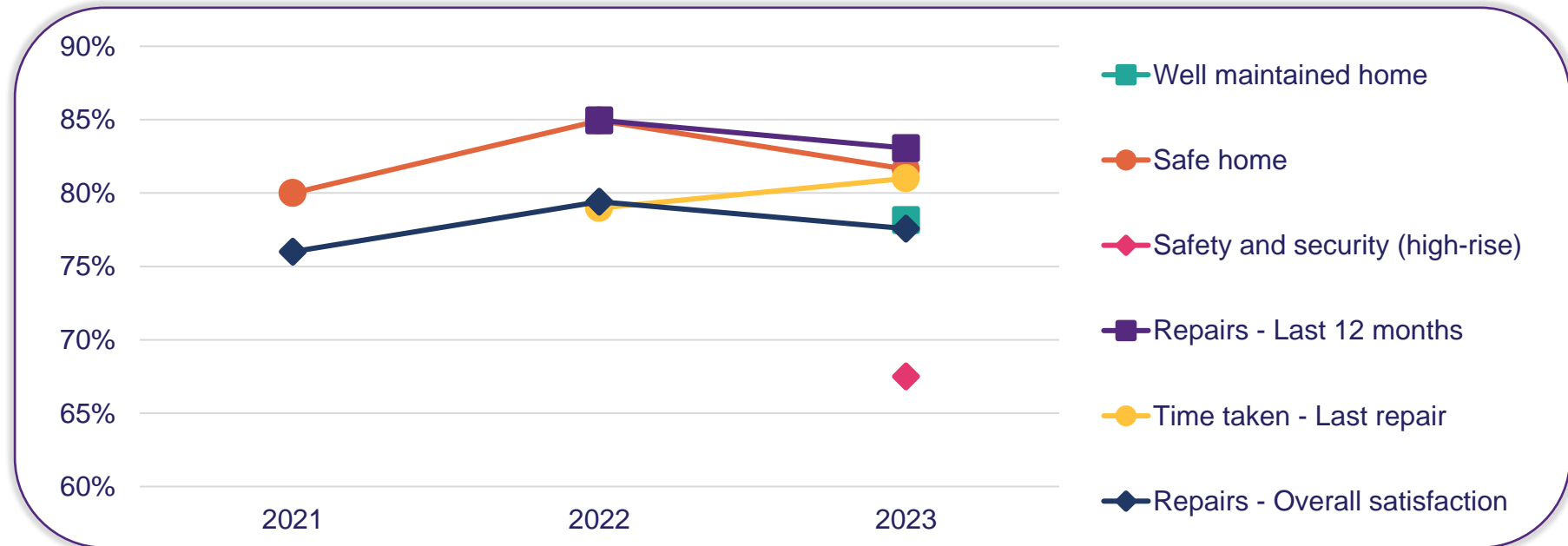
The TSMs now split out satisfaction with the home into two questions, focusing on its safety and its maintenance. More residents are satisfied that their homes are safe (82%) than well maintained (78%), a common pattern in surveys of this kind.

In addition to the general question about their home's safety, residents of high-rise blocks were asked how satisfied they are with the safety and security of their block. Two-thirds of residents are satisfied (68%), however, a quarter are dissatisfied (25%).

Residents were also asked about the repairs service, and 66% said they had a repair carried out to their home in the last 12 months. Of these residents, 83% are satisfied with the overall repairs service during this period, with a similar percentage satisfied with the time taken to complete their most recent repair (81%).

Marginally fewer residents are satisfied with the way Oxford CC deals with repairs and maintenance generally (78%) – a question asked of all residents regardless of whether they had a repair carried out in the last 12 months.

Of the metrics recorded in last year's survey, most have fallen slightly in 2023, however, there has been a slight increase in satisfaction with the time taken to complete the last repair (up 2%).



\*Safe home changed from "safe and secure" to "well maintained and safe" in 2022 and to just "safe" in 2023.

# Comments – Home or Communal Areas

Residents not satisfied with their homes or communal areas were asked to provide more information and what could be done to improve this. Of these residents, 288 responded, around a third of the total number of residents surveyed.

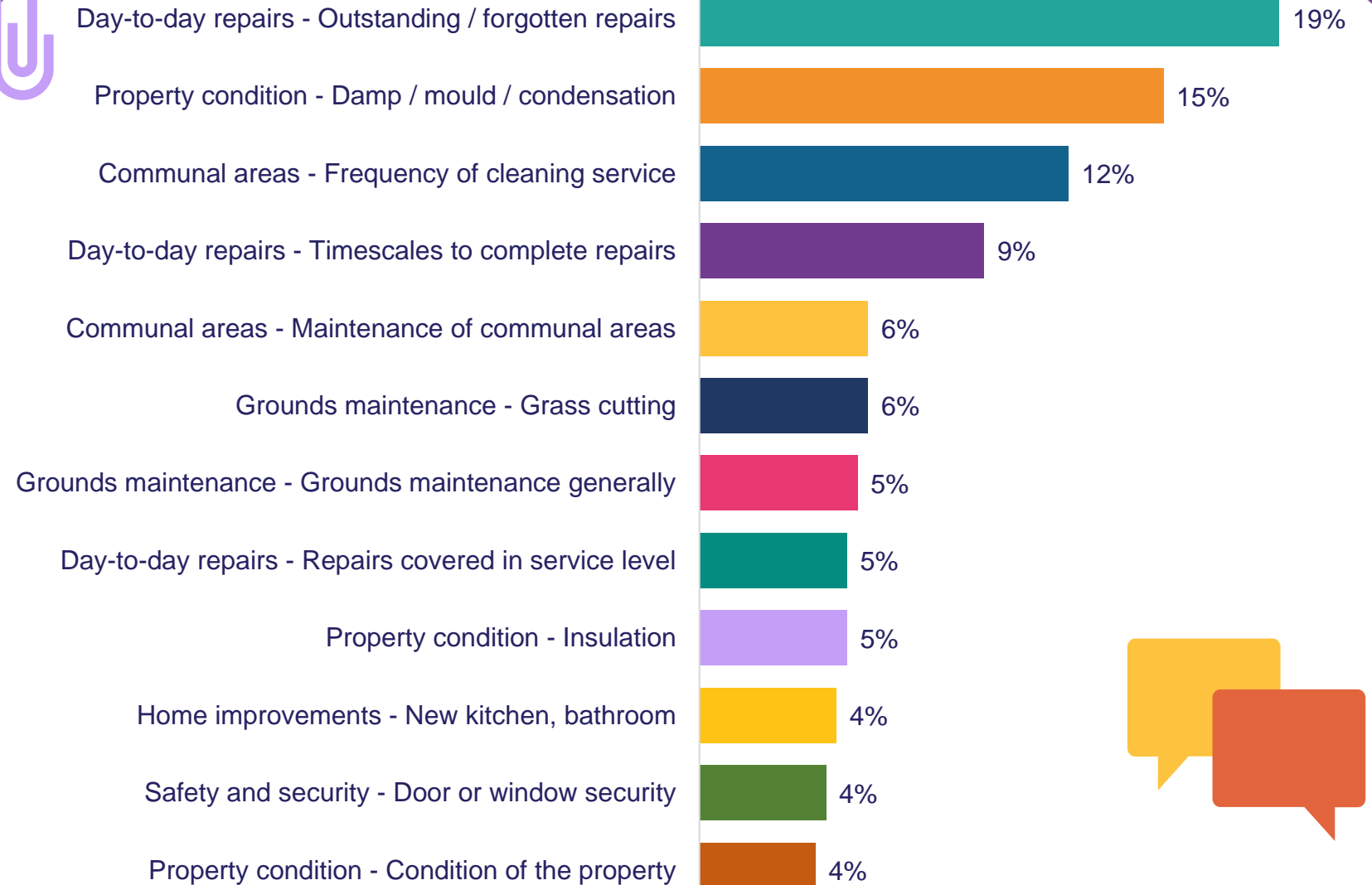
Residents most frequently referred to outstanding or forgotten repairs (19%), with the time taken to complete repairs also often mentioned (9%).

In addition, 15% of the residents mentioned problems with damp, mould or condensation in their homes. It is important that these issues are dealt with as a matter of urgency to ensure that the health of residents is not affected, and the condition of properties does not deteriorate any further.

The maintenance and cleanliness of communal areas is clearly, important to many, and the frequency of the cleaning service is highlighted for improvement by 12% of the residents.

Grounds maintenance and in particular grass cutting, are also areas of concern, as are the condition of properties, their security and home improvements.

To provide further insight into residents' concerns, a selection of the comments received are shown on the following page.



Number of respondents: 288

# Home or Communal Areas – Comments

## Day-to-day repairs: Outstanding repairs and timescales

*“I have had a long list of repairs, and they are only just being done now (reported 14 years ago.”*

*“If something goes wrong it takes a while to fix it. I have gone without heating a week on end.”*

*“The screed is breaking and cracking up under the tiles they took up. I mentioned this to them probably a year and a half ago.”*

*“I have called them about the hole in the wall a year ago, but I am still waiting.”*

*“Just the speed of the work that can be done or carried out. Recently we’ve had a hole in our roof. It’s quite a bit of time.”*

*“Some of the repairs have been a problem namely the length of time to complete them and there is no follow-up to the jobs. A couple of repairs in the last couple months they haven’t completed, and I have had to chase them up, or they have closed the job and I have had to go through the reporting process again which causes further delays.”*

## Property condition: Damp and mould

*“Because of the damp and mould issues, I have been sleeping on the sofa for 11 months. I ring up every week and complain. People visit and look and then do nothing for months. They miss deadlines constantly. It’s only when I got Citizens Advice involved that they started to take action.”*

*“I have mould/damp in the living room/bedrooms/toilet and cracks on the walls.”*

*“The property suffers from damp. This was reported 3 years ago. My husband has breathing difficulties. No surveyor has come to inspect the damp since we reported it.”*

*“I have had mould for the past 7 seven years and nothing has been done about it.”*

*“Getting mould here now as it’s a Dutch house with guttering at the bottom of the house and I’ve got a 2-year-old in the property.”*

*“I have mould in the hallway, they said they would do something, but they haven’t.”*

## Communal areas: Cleanliness and maintenance

*“The communal areas constantly being damaged and littered and no one does anything about it.”*

*“They wash the concrete steps and communal area once a week with dirty water.”*

*“Communal area is not clean every time I go out there’s human faeces, cat and dog poo every entrance and as soon as I walk out the door where there is turn there’s human faeces.”*

*“The communal areas are not clean at all, yesterday I was going outside, and I saw a rat.”*

*“The communal areas are not cleaned often enough.”*

*“It is not always clean or maintained (the communal areas). It would be good if they could do a deep clean of internal areas.”*

*“It takes many times of calling for them to come and sort out the amount of rubbish in the communal area and then they don’t take it all away anyway.”*

## Grounds maintenance

*“Inside is kept clean but they never seem to do the gardening properly outside. They used to cut down the hedges twice a year but now it is only once a year, and they are very overgrown with brambles everywhere. We used to have a very good window cleaner but recently they have a new company who are not doing the job properly.”*

*“The gardens and outside areas should be kept clean and tidy, and the grass mowed more regularly than twice a year, it’s not enough and doesn’t keep the area tidy.”*

*“Even cutting the grass they don’t do around the washing lines and there’s no care taken to do it properly, there are weeds all by the side of the building, they’re never taken up.”*

*“It’s because they tried passing this new law where they have to let the grass areas grow for wildlife areas so they’re only cutting the areas once a year now and with all the kids here, my daughter came in one day and her legs looked like human dart board because of all the bugs and rubbish.”*

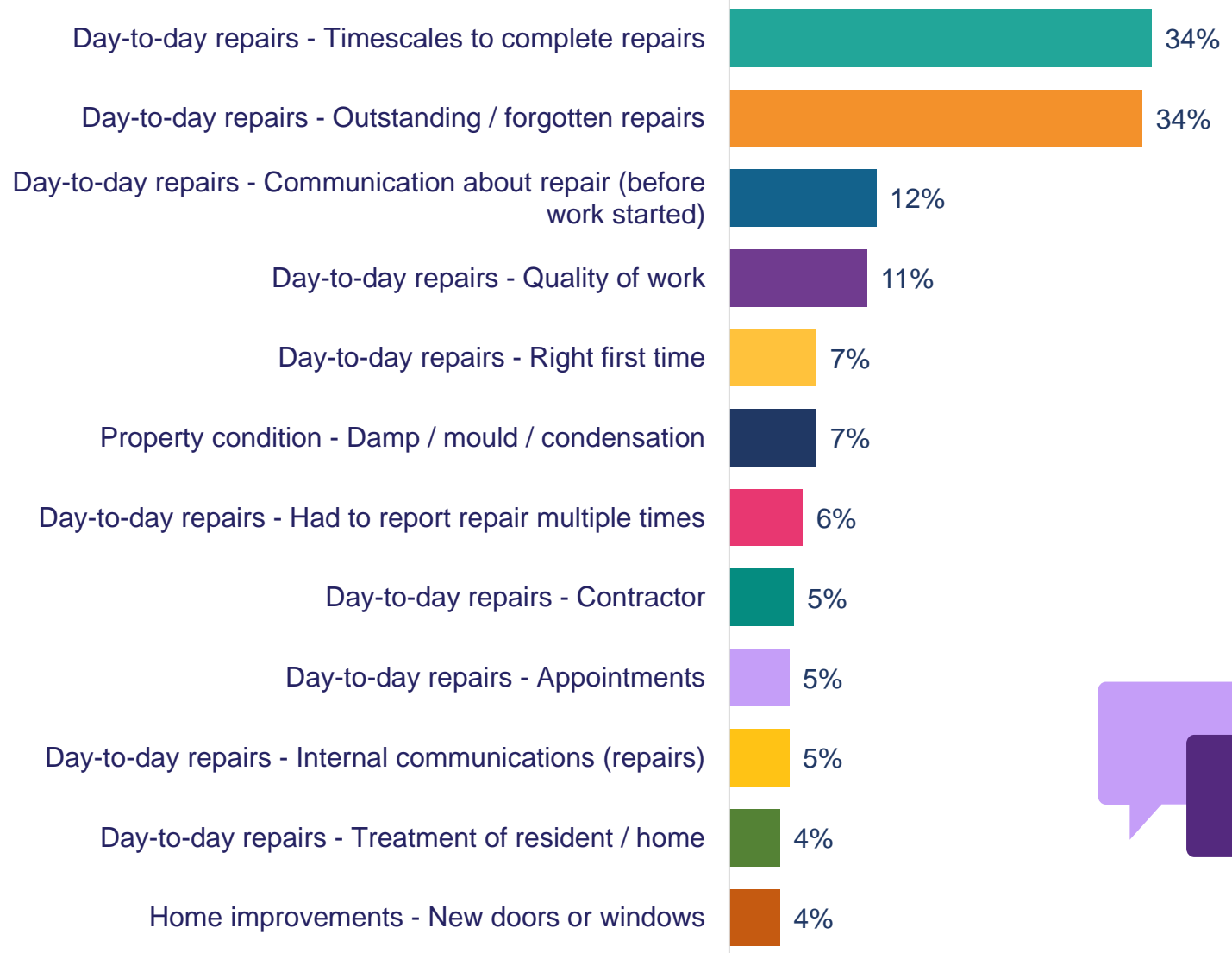
# Comments – Dissatisfaction with Repairs

Those residents not satisfied with the repairs and maintenance service were also asked to provide more information and what could be improved, and 267 of them responded.

The time taken to complete repairs and outstanding or forgotten repairs stand out as the most common issues, with more than two-thirds of the residents highlighting these issues (34% each). These are also common areas of concern for other social landlords, which could be due in part, to their catching up since the pandemic, as well as being faced with issues around increased costs and shortages of labour and materials. In addition, expectations about times to complete work can be high and difficult to match. It is vital, therefore, that Oxford CC keeps residents clearly informed about repair schedules, with updates on how long they can expect to wait.

Residents also commented upon the communication received before repairs start, the quality of the work carried out and getting repairs right first time.

In addition, problems with damp and mould are pinpointed as common property condition issues.



Number of respondents: 267





# Dissatisfaction with Repairs – Comments

## Day-to-day repairs: Outstanding repairs and timescales

*“The last repair was the hot water tap on my bath wouldn’t stop running. The delay in getting someone out meant that I had to turn off the water to the bathroom and fill the bath from the kitchen.”*

*“I have several outstanding jobs, the staff come to look then do nothing.”*

*“I do not get many repairs, because it takes forever for them to do anything.”*

*“I had problems with my windows. They fixed one, but the bedroom window is still waiting to be fixed. They said they would come back, and it’s now been months and I am still waiting.”*

*“I have a dripping tap, they came out, but it is still dripping, and it took them two weeks for them to come out.”*

*“This is an old flat, and the boiler is very out of date, and I have had lots of issues with it but rather than replace it, they just mend bits. It’s not up to date. You then have to wait for them to come out, and it is still ongoing.”*

## Day-to-day repairs: Communication and customer care

*“I don’t think anyone communicates, jobs go missing and the timescales aren’t communicated.”*

*“Whenever I have reported a repair, you have to report it three or four times over a period of a month. Then when you call back, they say they don’t have anything on record, and you have to re-report it.”*

*“Admin staff over the phone are rude, I have had to, unfortunately, learn to record calls and communicate with OCC via email, because a tenant’s word means nothing to them, just like this survey won’t make a change!”*

*“Better communication regarding timing. Better access to staff.”*

*“I think their communication is appalling, they don’t update tenants regarding what’s happening you have to chase them up.”*

*“It takes an age for them to respond. If they do respond, they forget what was said or they do not turn up to appointments. They are awful.”*

## Property condition: Damp & mould

*“The actual condition of the property, the damp was reported many months ago, and it’s still not been sorted out, and it’s spreading.”*

*“About 2 years ago the lady next door had a leak, I noticed mould on my wall which took 18 months to resolve.”*

*“Currently dealing with mould in the flat and nothing that can be done according to the council, so tenant using own expenses to paint over and kill of mould.”*

*“I don’t know I just want them to sort out the dampness which is everywhere in this house.”*

*“I have mould in the dining room. There is no extractor fan in the bathroom and a balcony leaking like a sieve.”*

*“They came to fix my drain outside, but it now needs repairing again (the same issue) as water is gushing out (it is the join in the drainpipe). When it rains, I get dark patches on my wall. We also reported mould spots, but we have been told there is nothing they can do.”*

## Quality of repairs and other issues

*“I have never had a problem with OCC workers. It is your subcontractors who don’t care. Get more OCC workers who are skilled and train your reception staff to become more knowledgeable.”*

*“Sometimes they are ok and sometimes they are not. The quality of work is poor.”*

*“Because I had an electrical rewire and the house was left in quite a mess. There was holes made that should never have been made, the paintwork that was damaged was just left. Because I had wooden floors, I was left to pay for carpet to go down and never got any help or nothing. They should have come out to see what the contractors had done.”*

*“I would like them to send contractors who are professional and know what they are doing on repairs.”*

*“The quality of the repairs are unsatisfactory; I don’t feel the people care enough about repairs and I’m waiting for a repair for my roof leaking.”*





# Responsible Neighbourhood Management



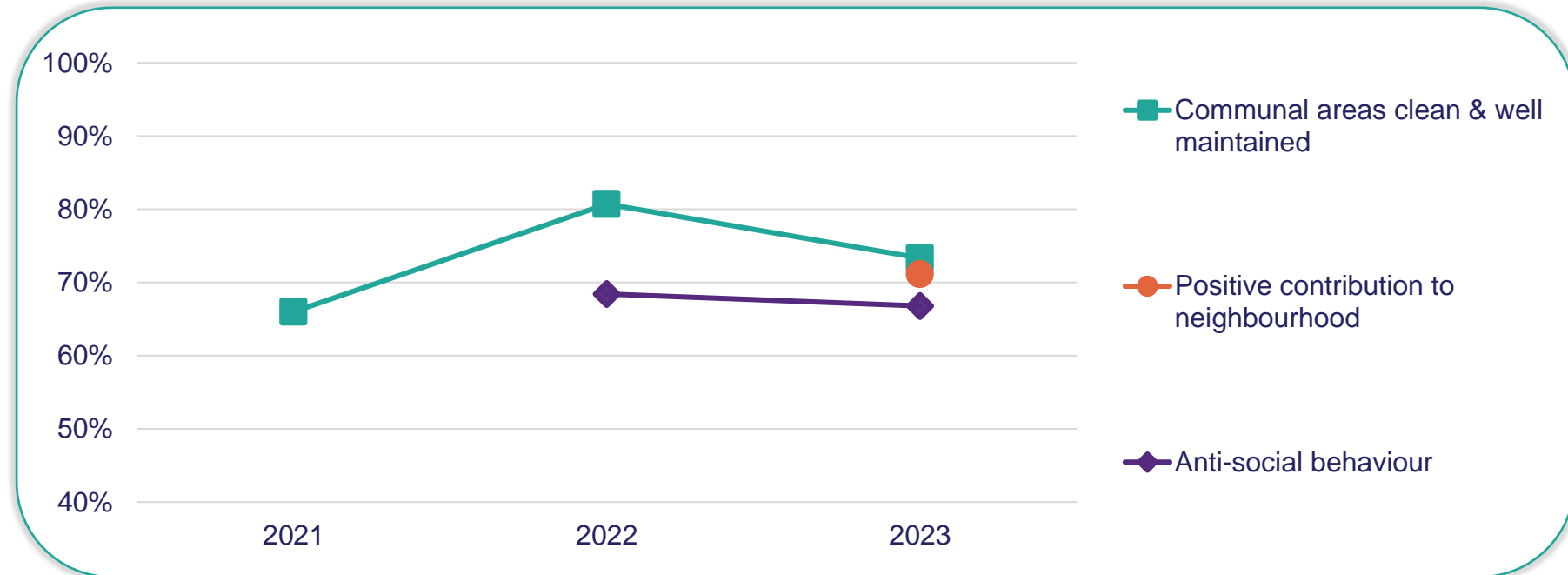
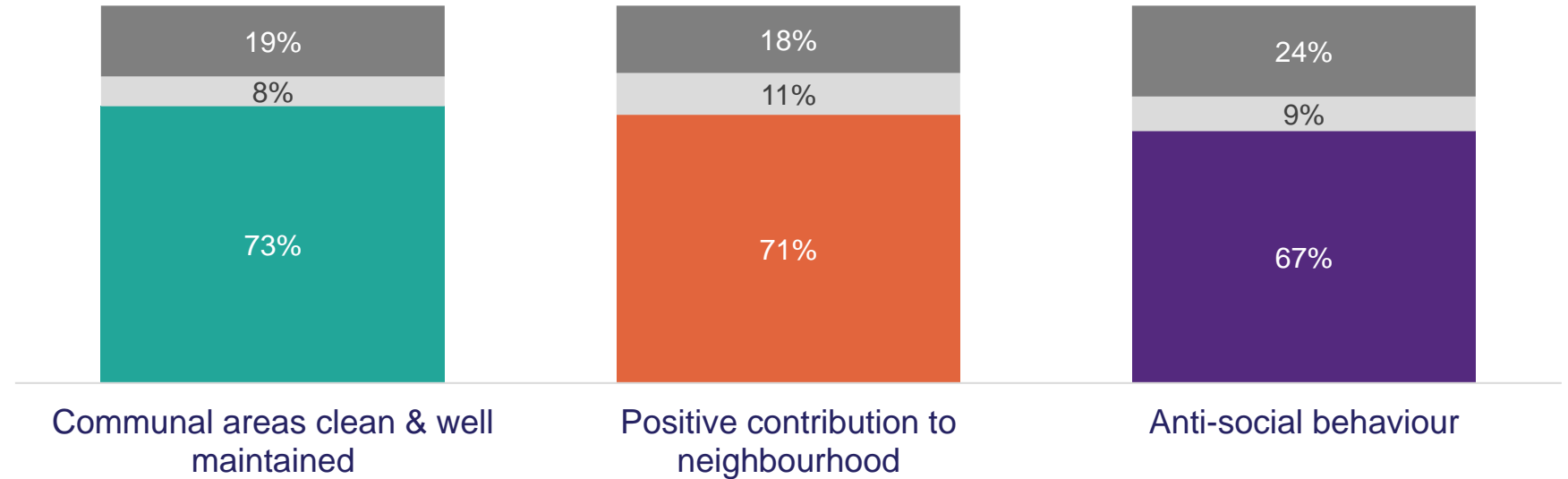


# Responsible Neighbourhood Management

Half of the residents surveyed stated that they live in a building with communal areas that Oxford CC is responsible for maintaining (49%). Of these residents, 73% are satisfied that Oxford CC keeps their communal areas clean and well maintained. Satisfaction is down by 7 percentage points since the previous survey; however, it is still an increase compared with the 2021 survey results (66%). Almost one in five residents are not happy with the upkeep of the communal areas (19%), with the aforementioned comments suggesting this is caused in part due to the frequency of the cleaning service and the grounds maintenance.

In 2023, 71% of residents are satisfied that Oxford CC makes a positive contribution to their neighbourhood, and 18% are dissatisfied. This is the first time this metric has been included, so will provide a baseline to compare future surveys against.

Two-thirds of residents are satisfied with how Oxford CC deals with anti-social behaviour (67%), with a quarter dissatisfied with this service (24%). This measure has remained fairly consistent since the previous survey, dropping by just 2 percentage points.





**Respectful & Helpful Engagement**



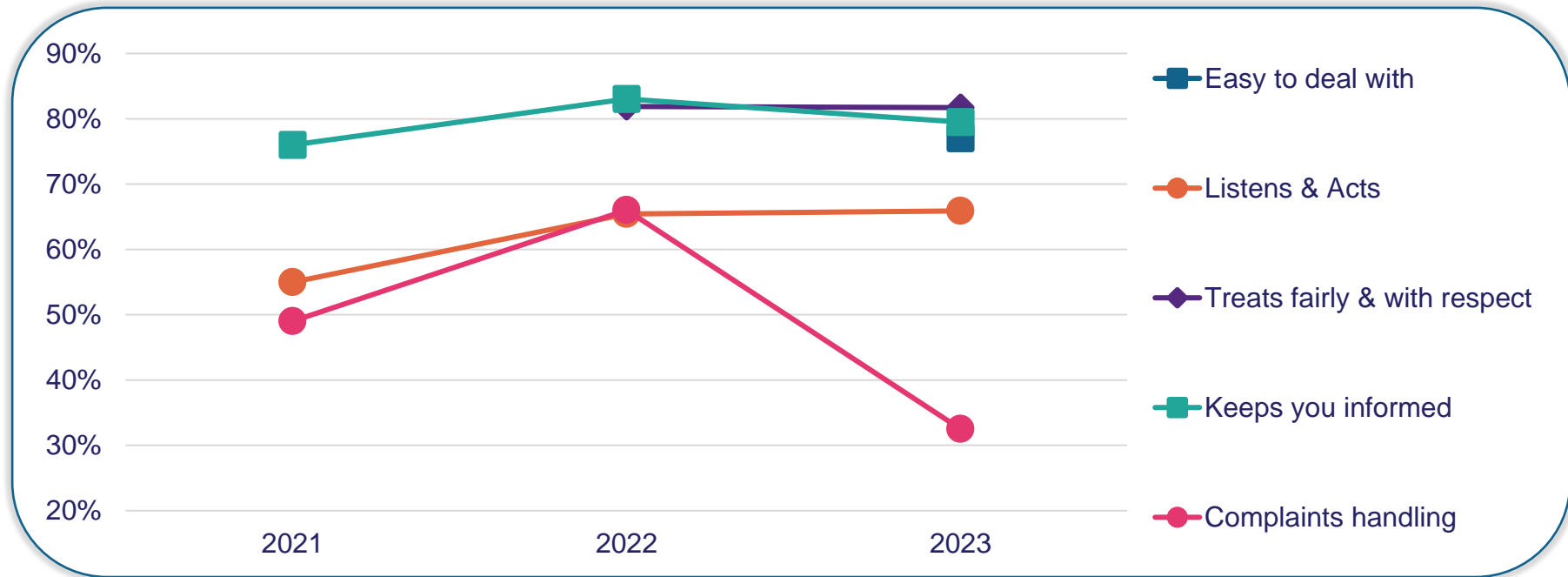
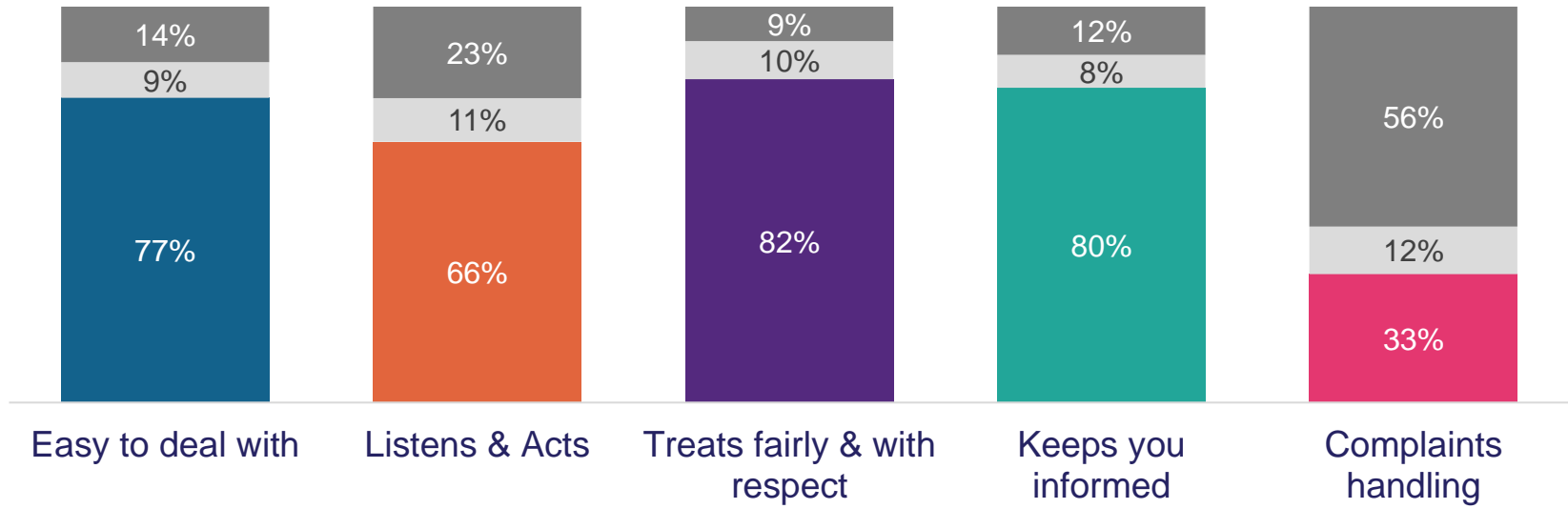


# Respectful & Helpful Engagement

More than four-fifths of residents surveyed agree that they are treated fairly and with respect (82%) with almost as many satisfied that they are kept informed about things that matter to them (80%). In addition, over three-quarters of residents find Oxford CC easy to deal with (77%). These measures have remained fairly constant since the last survey.

Two-thirds of residents are satisfied that Oxford CC listens to their views and acts on them (66%), which is stable compared with 2022, and 11 percentage points higher than 2021. However, more than a fifth of residents are dissatisfied with how they are listened to (23%). Satisfaction with this measure can be influenced by a range of interactions that residents have with their landlords, including the handling of repairs and anti-social behaviour.

Just a third of residents are satisfied with how complaints are handled (33%), a fall of 34 percentage points since the previous survey. More than half of residents who stated they had made a complaint, are dissatisfied with how it was handled (56%), indicating that this is an area to focus on for improvement. It should also be noted that almost three-fifths of residents surveyed were aware that Oxford CC had changed its complaints procedure (57%).



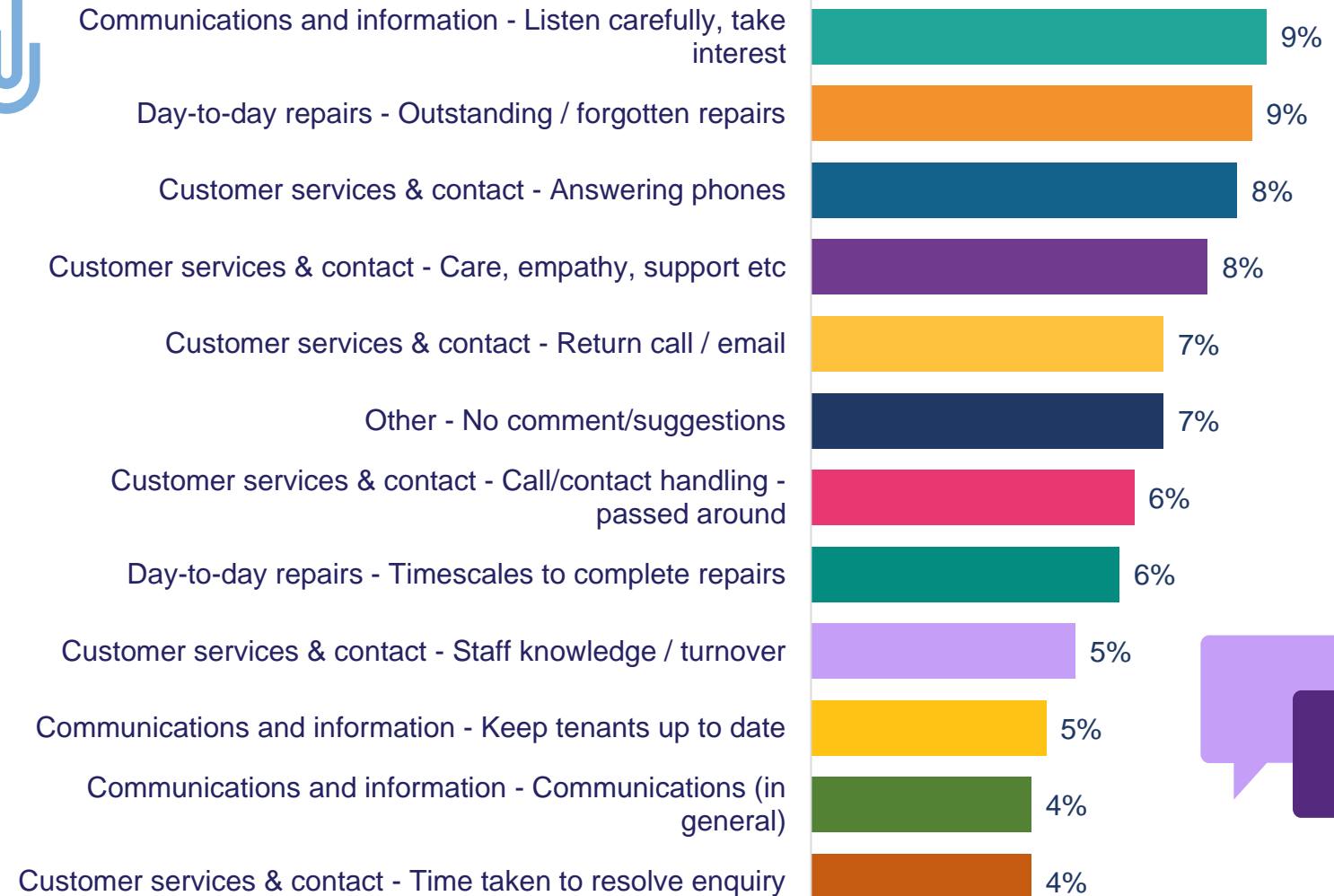
# Comments – Customer services & Communications

Residents who stated that they are not satisfied with customer service and communications, were asked to provide more information and what Oxford CC could improve. A total of 348 residents commented, more than a third of the total number of residents surveyed (36%), indicating a significant level of dissatisfaction with these aspects of service.

There is no standout issue, with residents mentioning a range of service areas, however, comments about customer service and communications relating to the repairs service are some of the most numerous.

Dissatisfaction with how staff listen to and take an interest in residents' issues and show care, empathy and support to residents, are also common themes.

Problems with the answering of phones, call handling, and staff not returning calls or emails, are also frequently highlighted in the comments, as is the time taken to resolve enquiries, and more general communication and information concerns.



Number of respondents: 348

# Customer Service & Communications – Comments

## Communications & information – Day-to-day repairs

*“The customer service, I don’t know whether they pass a message on, or if the other team is reading the messages, the repairs I report are outstanding, the tap is faulty, twice I reported it and they come and say it is fine, it disappoints me.”*

*“They could improve on their communication, either by email or with workers in a timely way, having repairmen come when they say they will come.”*

*“They have ignored my complaint over several issues relating to repairs.”*

*“Having the correct people in the right department who know when someone is calling up that they know the answers and also not having so many contractors so you’re having to wait on a longer timescale for them to do the work.”*

*“If I’ve got a repair, they never let me know when they’re coming out.”*

*“When you phone up for a repair, they give you a date and no one turns up.”*

## Customer service & contact – Answering and returning calls

*“Basically, when you phone them up sometimes you have to wait before you get someone to speak to, that’s the main thing, always seems to be a long wait.”*

*“I tried to call them to fix issues, but they never answer the phone.”*

*“Every time you call, they say the person you need will call you back and they don’t. They make no effort to contact you and there is never an alternative person to speak to.”*

*“I think there is too much options when you call up, they need to simplify it more.”*

*“Long times waiting on the phone, can’t ever get to the right department, and being on hold for long times.”*

*“Often, I ask a question and get told someone will call me back and they do not, this happens many times. This is when I phone the Customer Contact Centre, who cannot answer questions and always have to take a message and get someone to call back.”*

## Customer service & contact – Generally

*“It depends on who you’re talking to. Sometimes I feel they need people with more training.”*

*“It’s a bit hit and miss, either you get a rude, arrogant person who won’t do anything and snubs you off, or you get someone who goes out of their way to try and help as much as they can when I need it. Sometimes, their staff need to be taught that having manners and a bit of respect goes a long way. The way I see it is like this, I wouldn’t go and ring them and be disrespectful and rude, so I would expect the same level of courtesy back.”*

*“Train your staff better. I do not wish to talk with people who do not know anything.”*

*“Sometimes they listen and sometimes they don’t.”*

*“They need to see us as real people. Most tenants would prefer not to call the contact team because of how they treat them.”*

*“Sometimes they listen, other times it’s like talking to a brick wall.”*

## Other matters

*“We have no tenancy manager, and on the rare occasion we get one they do not take note of what we say, and they do not get things done for us.”*

*“They need to improve everything. Often there is no record of your query. If you miss a bill payment, they are quick to get in touch about that and ask lots of questions regardless that I have paid everything for 36 months.”*

*“They know the situation of their housing and they need to check it and make sure it’s suitable - I am in an old house and they painted over cracks etc. which are now appearing.”*

*“Text service for appointments and stuff.”*

*“Treat everyone fairly. They are very pro-Asian, and we should all be treated equally well.”*

*“They don’t have half the workers they used to have. When they do things, I think it’s all outside people now not council workers.”*



# Improvement Suggestions





# Improvement Suggestions

Residents were asked what one thing Oxford CC could improve, and almost all residents surveyed, responded (935). However, more than a fifth (21%) said that they did not know what improvement to suggest or replied with 'no comment'. In addition, 11% of comments made were positive about the services provided.

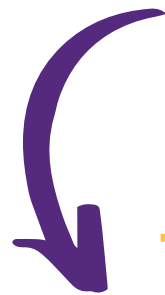
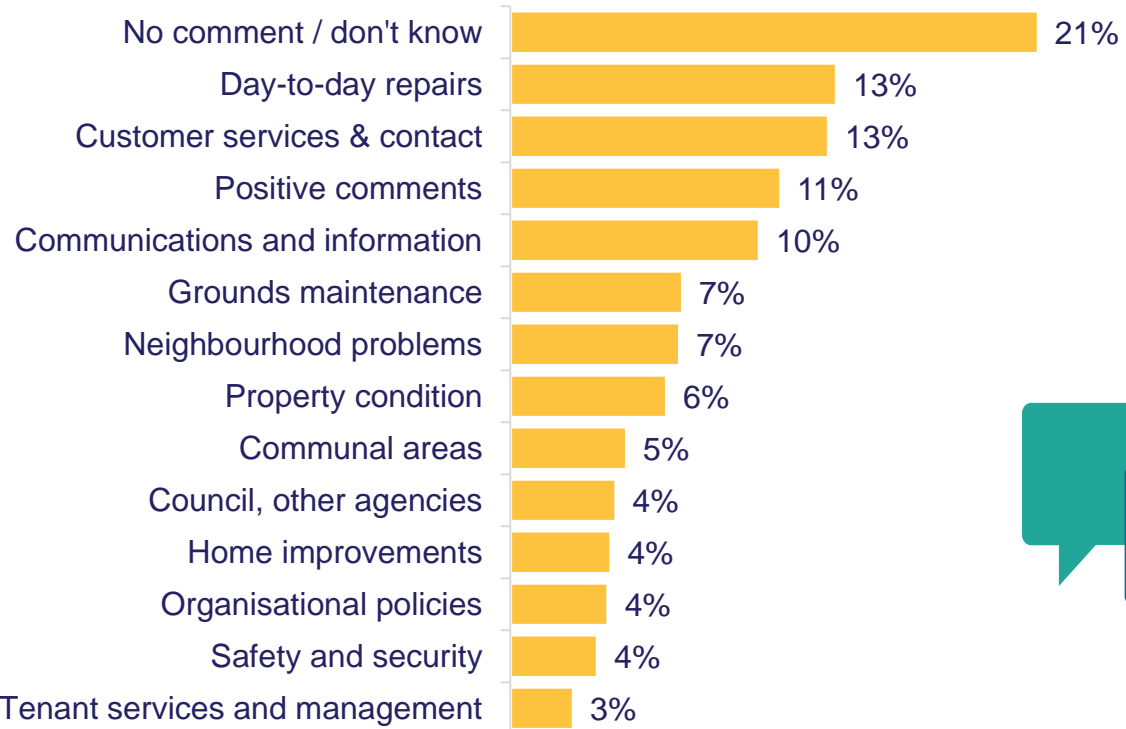
Unsurprisingly, the top categories for improvement suggestions are those that have featured prominently in the previous free-text questions, with day-to-day repairs and customer services and contact having the biggest share of comments at 13% each.

Breaking down the categories further, 4% of comments relate to the timescales to complete repairs, while 3% concern outstanding or forgotten repairs. Listening carefully and taking an interest in residents' concerns is a key area for improving communications and information, as is the care, empathy and support provided for customer services and contact.

In addition, tenants mentioned grounds maintenance and neighborhood problems, such as anti-social behaviour.

Other suggested areas for improvement range from the upkeep of communal areas to property condition, and management and organisational policies.

## Categories



Number of respondents: 935



# Improvements to Service – Comments

## Day to day repairs

*“Provide more resources to the repairs team, seems like they need more help and support.”*

*“An online portal to report repairs would be great“*

*“Complete the work on outstanding repairs.”*

*“Have more staff to do repairs.”*

*“I suppose general repairs and a better time frame so sometimes you have to wait 2 or 3 weeks to get a door fixed but for me when I work nights, I like to know the door is secure and safe when I go to work as I work nights so the wait time for jobs is a little too long.”*

*“If you complain about something they need to come out as soon as possible and fix it. My boiler is leaking, and I am still waiting for this to be fixed.“*

*“The callouts could be quicker; I have been waiting for a year for a job to go ahead. “*

## Communications & information

*“Like I said communicating with each other within the different departments.”*

*“The responses in general to everything, like repairs and complaints, they are not a very responsive organisation.”*

*“Be more honest with replies rather than being ambiguous .”*

*“Giving information when transferring property.”*

*“Improve their online services.”*

*“I think letting us know if there are changes that they are going to make, like when you ring them up to complain. I didn’t know the procedure before you told me.“*

*“Listening to tenants more clearly with their complaints.”*

*“Make it easy to access them online like online banking, automated services, or chatbot.”*

*“I think more communication.”*

## Customer service & contact

*“Listen to the tenants more as they are the ones living in the properties and know what’s going on. Also, to take concerns raised seriously.”*

*“Since Covid, the service has gone down. They should deal and take action when tenants present problems, and they should be more approachable.”*

*“Be more helpful to tenants, more understanding.”*

*“Customer services need to know what they are doing, how to deal with situations and to improve the way they speak to people.”*

*“Get back in contact with tenant, don’t leave the hanging.”*

*“To be honest answer the phone! I can phone up and spend an hour trying to get through to the right department.”*

*“I am given a number to call if I need anything but through everything, I find the automated answering service quite confusing.”*

## Other issues

*“Take their shoes off when they enter someone’s house or put on some shoe covers.”*

*“A shorter process for ASB. When ASB is affecting families and the mental health of other residents there should be a quicker process of eviction.”*

*“The general maintenance of the areas that they manage and making sure it is kept tidy always. The public bins in the area should also be emptied more regularly.“*

*“The way they look after the area with regards to grass cutting, trimming trees and so on. “*

*“A few more checks on the parking. Cause people park where they like, and they cause obstructions.“*

*“It would be a great help to have local offices for tenants.”*

*“The Housing Officer should go and check the neighbourhood and regular property visits.”*



# Resident Involvement & Future Surveys





# Resident Involvement & Future Surveys

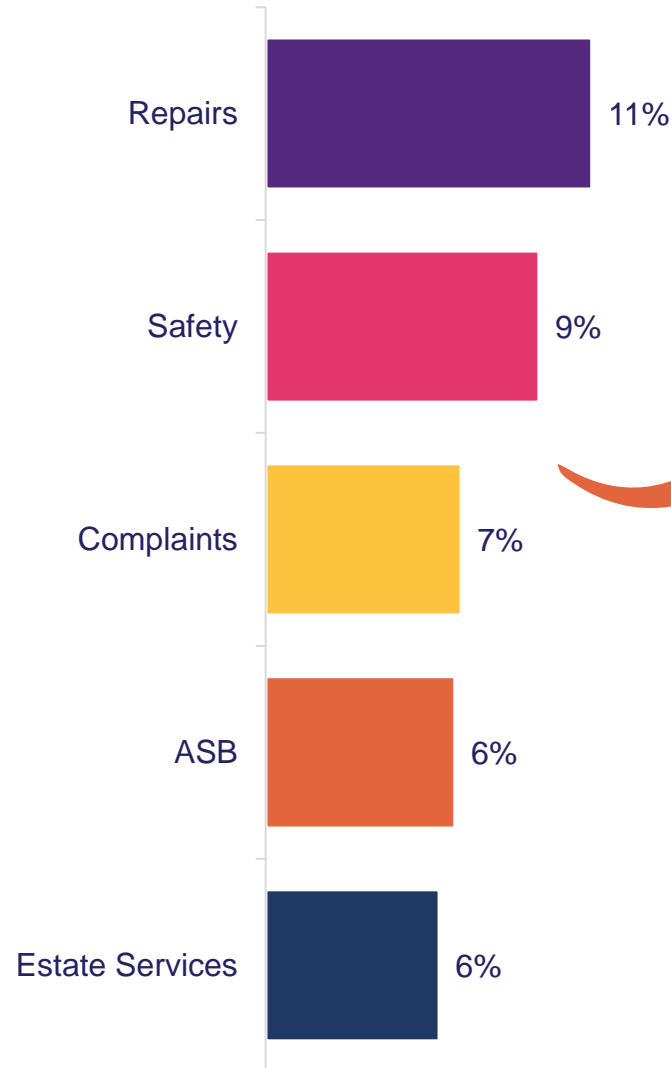
Residents were asked if they would like to work with Oxford City Council to make changes and improvements to their services, and if so, which service areas would they be interested in being involved in.

Of those who responded to the survey, 11% are interested in becoming involved in the repairs service, 9% with safety, 7% with complaints and 6% with anti-social behaviour and estate services.

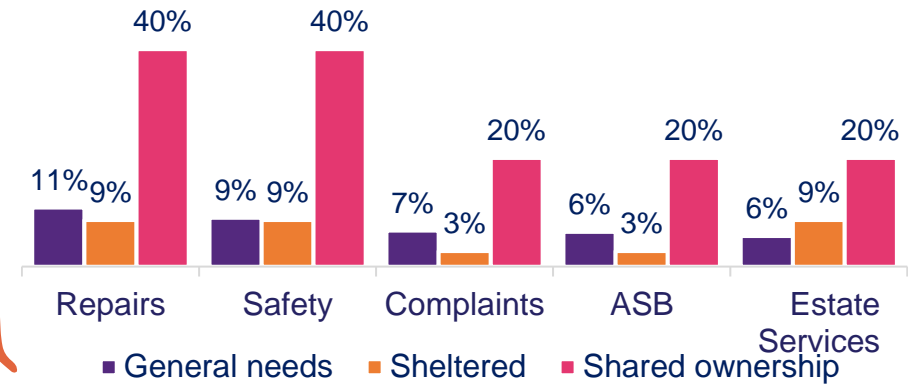
Looking at interest by housing need, shared ownership residents have the highest percentage of interest. With such a small number of respondents however (5), this equates to 2 residents each for repairs and safety, and one each for complaints, anti-social behaviour and estate services. For all areas except estate services, general needs tenants show more interest in getting involved than tenants in sheltered housing.

When asked about contact methods for future surveys, most residents said that they would prefer to take part via a telephone call (57%), whereas a fifth of residents would prefer an email with a link to an online survey (20%). A postal survey is preferable to 10% of residents and 5% would prefer to be surveyed by a link sent in a text message.

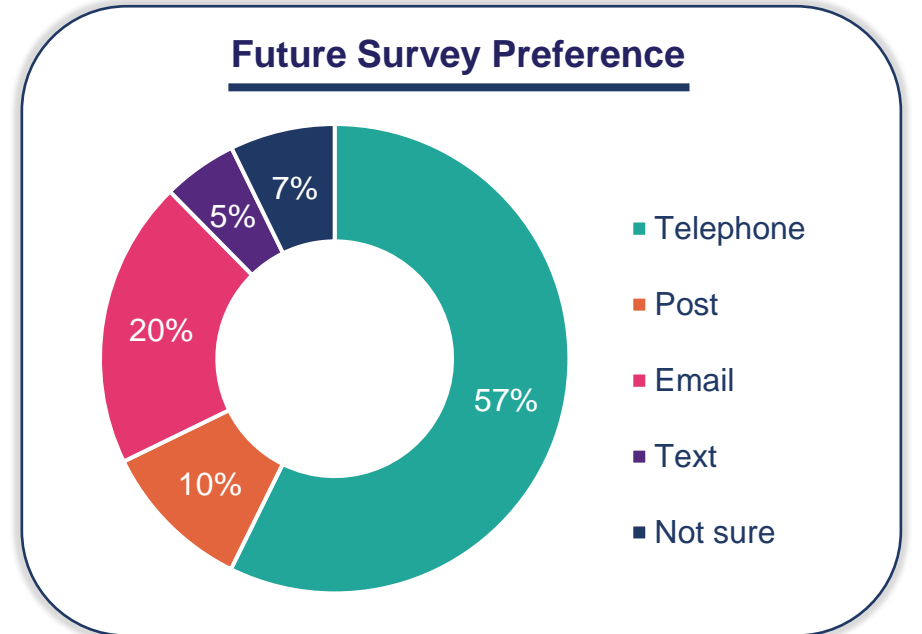
## Interest in Involvement



## Interest by Housing Need



## Future Survey Preference







# Trends



Eleven of the fifteen measures included in this survey were also present in last year's survey, and seven of these measures were asked in 2021.

Looking at the satisfaction results over the last two years, we can see an upward trend in satisfaction with how Oxford CC listens to its residents and acts upon their views. While there has been an increase in satisfaction with the time taken to complete the last repair, and the overall service provided, since last year.

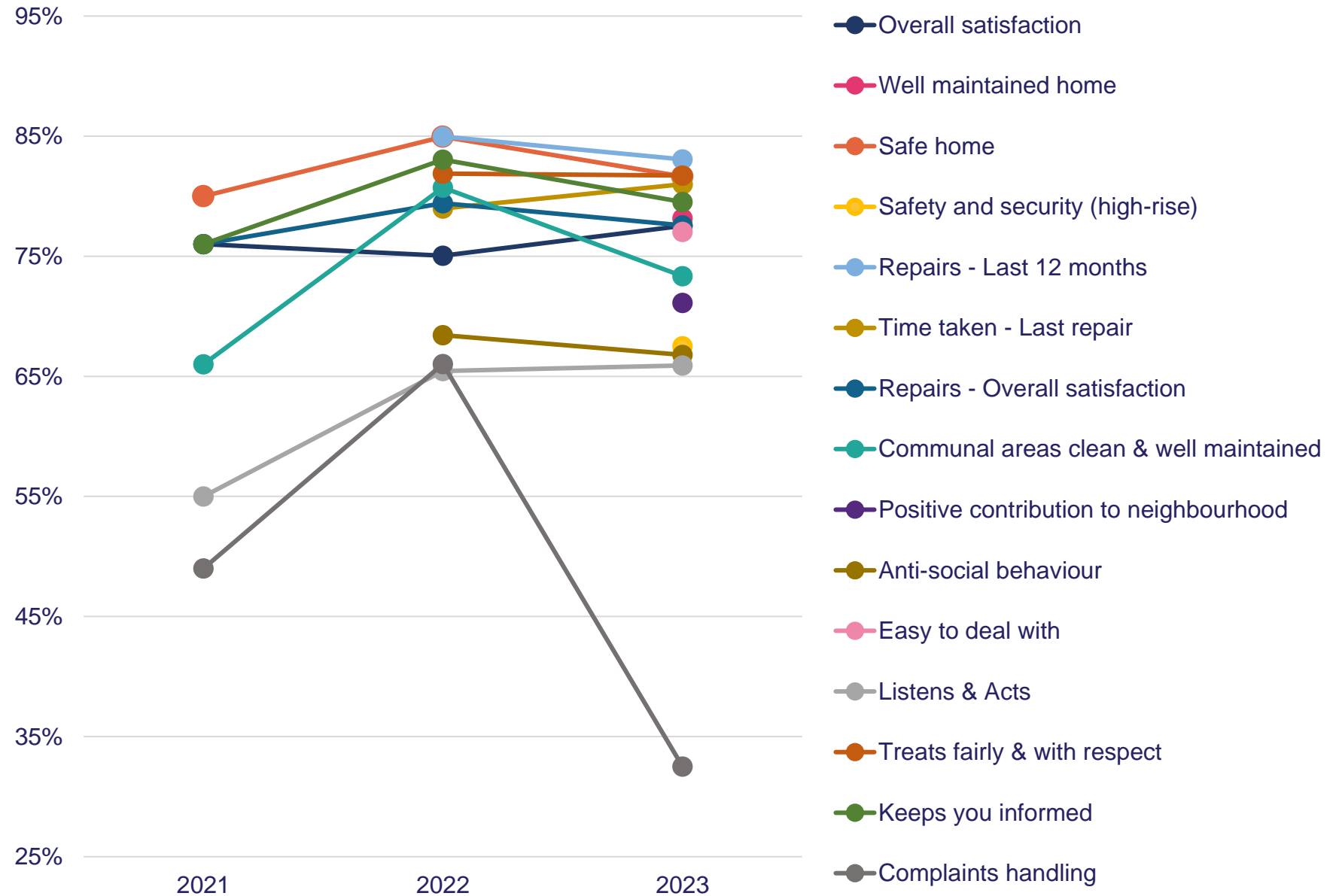
However, the satisfaction ratings for most measures have fallen slightly or remained stable, compared with 2022.

The biggest change in satisfaction ratings over the three surveys, is for complaints handling, where satisfaction rose by 17 percentage points to 66% in 2022, and then fell to 33% this year.

Satisfaction with the maintenance and cleanliness of communal areas also rose between 2021 and 2022 to a high of 81% but has fallen to 73% in the current survey.

Monitoring trends can be useful and highlight where efforts to improve are having an impact, however, most changes are small and within the margin of error for the survey.

# Trend Over Time



# Year on Year Change

The table to the right also illustrates the results for 2023, compared with those from 2022 (where possible).

This once again highlights that many of the measures have decreased slightly, with just overall satisfaction with Oxford CC's services and satisfaction with the time taken to complete the last repair, having increased by 2 percentage points.

Most other measures have remained fairly stable, with decreases within the margin of error. However, satisfaction with the maintenance and cleanliness of the communal areas has decreased by 7 percentage points.

As highlighted previously, the biggest fall in satisfaction since the previous survey is for the handling of complaints, which is down by 34 percentage points. This may partly be due to a change in the way this question is asked as part of the TSM suite. Now only residents who state they have made a complaint in the last 12 months are asked this question, which has generally caused satisfaction to drop across the sector.

	2022	2023	Change
Overall satisfaction	75%	78%	2%
Well maintained home	--	78%	
Safe home	85%	82%	-3%
Safety and security (high-rise)	--	68%	
Repairs - Last 12 months	85%	83%	-2%
Time taken - Last repair	79%	81%	2%
Repairs - Overall satisfaction	79%	78%	-2%
Communal areas clean & well maintained	81%	73%	-7%
Positive contribution to neighbourhood	--	71%	
Anti-social behaviour	68%	67%	-2%
Easy to deal with	--	77%	
Listens & Acts	65%	66%	0%
Keeps you informed	83%	80%	-4%
Treats fairly & with respect	82%	82%	0%
Complaints handling	66%	33%	-34%





# Understanding Satisfaction





# Satisfaction & Dissatisfaction

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

Sometimes where satisfaction is low, the remaining residents can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where residents do not have strong opinions or areas where a high percentage of them are actually dissatisfied.

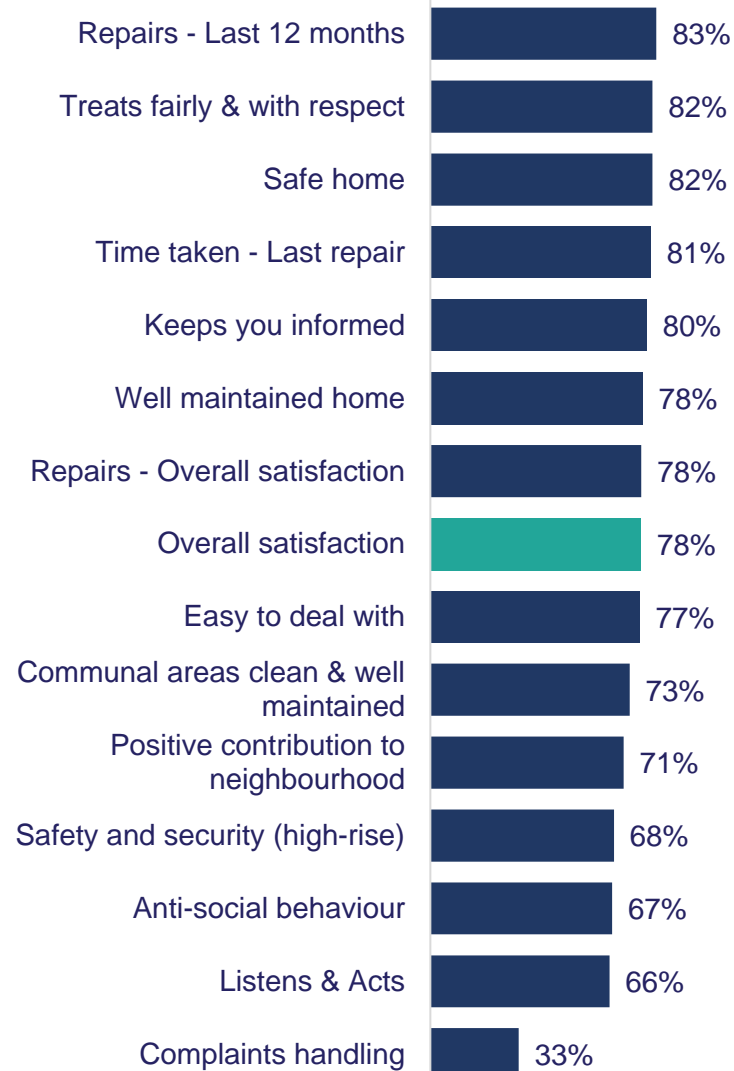
For Oxford CC, the highest rate of dissatisfaction is for complaints handling (56%), and this corresponds to the lowest level of satisfaction at 33%, with 12% of residents giving a neutral response.

Satisfaction that Oxford CC makes a positive contribution to the neighbourhood is at 71%, whereas dissatisfaction is 18%, so around 11% of residents are also undecided about this measure – perhaps as they are unaware of the contribution made.

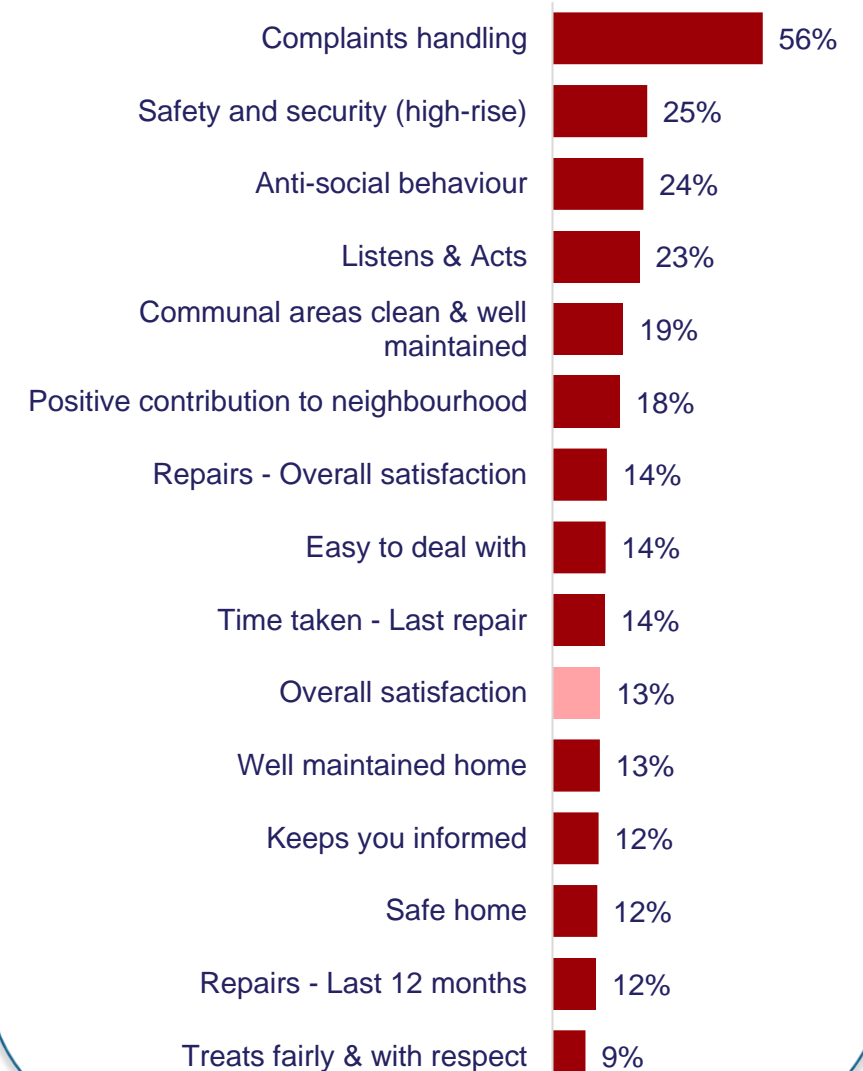
Overall satisfaction lies mid-way down the rankings for satisfaction, and is around the same position for dissatisfaction, with 10% neither satisfied nor dissatisfied.

Just 9% of residents disagree that they are treated fairly and with respect, with 10% neutral on this measure.

## Satisfaction with measures



## Dissatisfaction with measures





# Combined Comments

The tables to the right include an analysis of all comments received in 2023 across open-ended questions, with positive comments displayed in green.

Unsurprisingly, this shows that by far the most frequent negative comment area is the repairs service. Outstanding or forgotten repairs and the timescales to complete repairs, are deemed hot topics across all questions, although the quality of repair work carried out, and communication about repairs are also mentioned frequently.

Customer services and contact is also a top area for negative comments, with the degree of care and empathy shown, as well as issues with the answering of phones and call handling, highlighted.

In addition, property condition, particularly relating to damp and mould problems, and how Oxford CC communicates and provides information, are key areas of concern for residents in 2023.

Other areas frequently commented upon relate to the upkeep of outdoor and communal areas, and general neighbourhood issues.



Top Comment Areas	
Day-to-day repairs	28%
Customer services & contact	17%
No comment / don't know	14%
Property condition	11%
Communications and information	10%
Grounds maintenance	7%
Positive comments	7%
Communal areas	6%
Neighbourhood problems	6%
Home improvements	5%
Safety and security	5%

Hot Topics	
Day-to-day repairs - Outstanding / forgotten repairs	11%
Day-to-day repairs - Timescales to complete repairs	10%
Positive comments - Generally happy, no problems	5%
Property condition - Damp / mould / condensation	5%
Communications and information - Listen carefully, take interest	4%
Customer services & contact - Care, empathy, support etc.	3%
Day-to-day repairs - Quality of work	3%
Day-to-day repairs - Communication about repair (before work started)	2%
Customer services & contact - Answering phones	2%
Communal areas - Frequency of cleaning service	2%
Communications and information - Communications (in general)	2%

# Key Driver Analysis

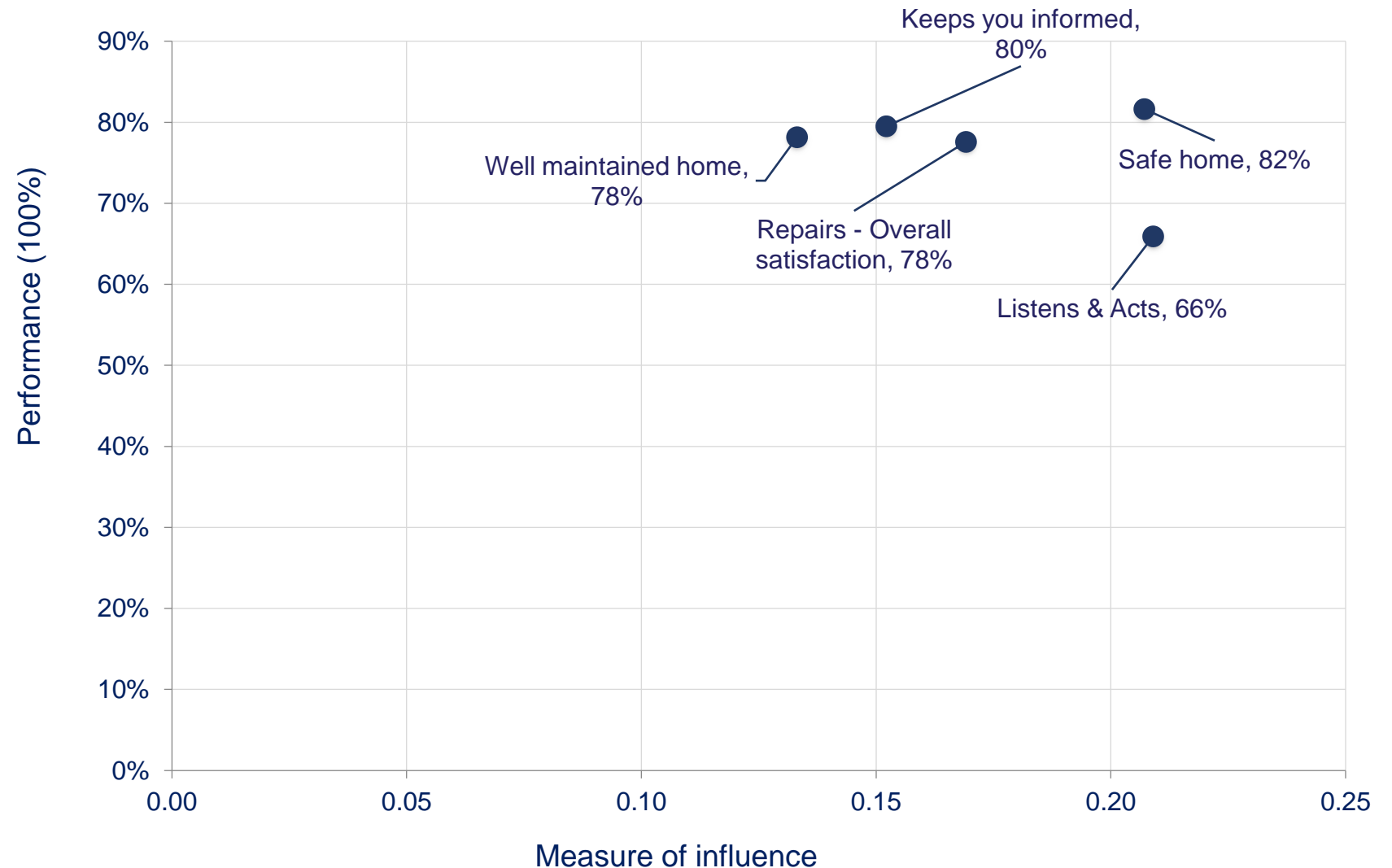
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for residents' overall satisfaction.

When analysing all the results for 2023, the most important drivers of residents' satisfaction with the overall services are that Oxford CC listens to their views and acts upon them and that they are provided with a safe home.

Other influential factors are satisfaction with the overall repairs and maintenance service and that residents are kept informed about issues that concern them. In addition, the home being well maintained is also important.

The implication of this analysis is that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

## Key Driver Analysis – Overall Satisfaction



# Benchmarking – Acuity Clients (LCRA)

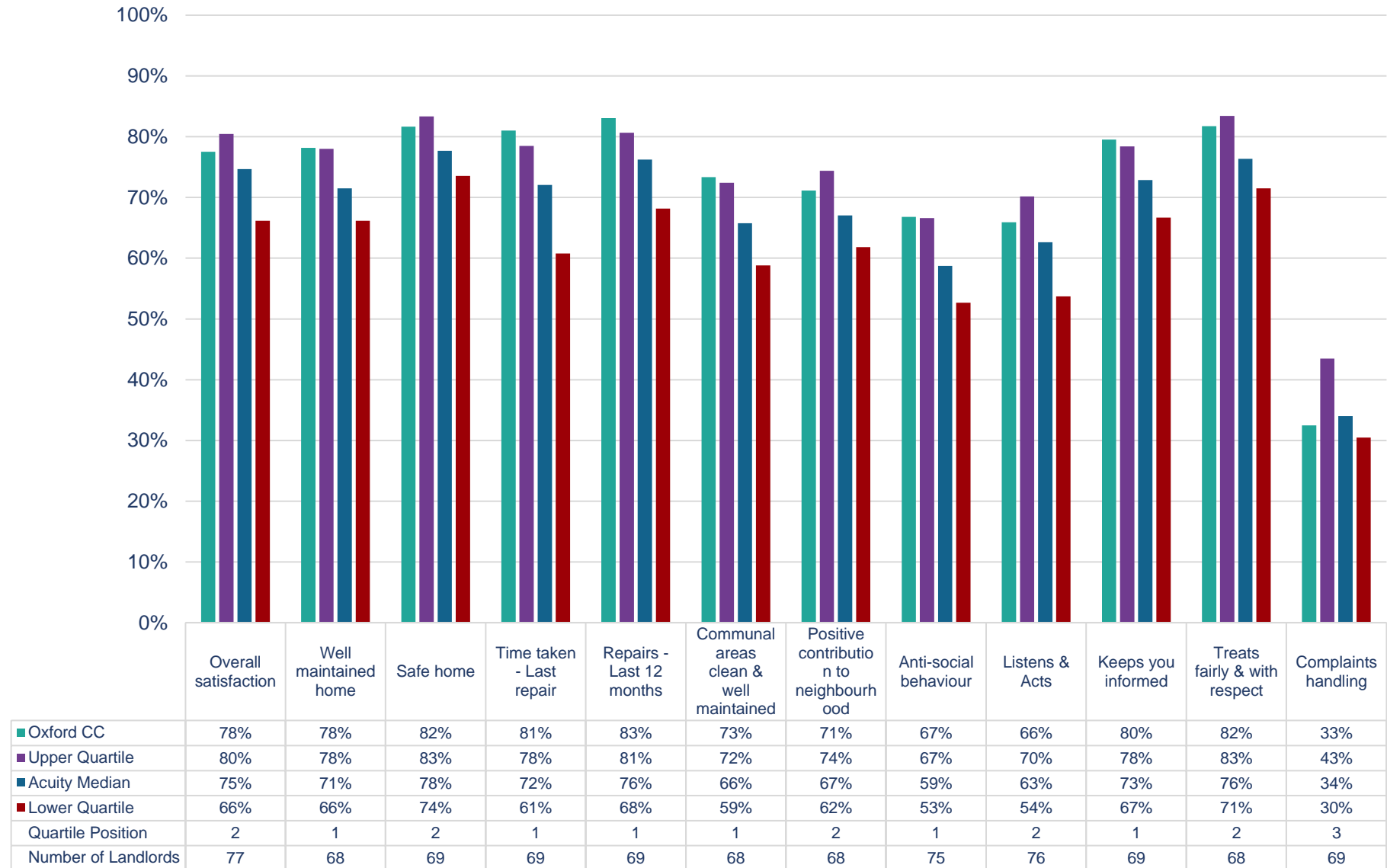
It is also possible to compare performance on the core questions against Acuity clients that have been using the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q2 2023/24, for all LCRA responses.

All of Oxford CC’s ratings are above the median, except for the handling of complaints, which is just below the median and falls into the third quartile.

Oxford CC’s ratings for most measures are in the top quartile, with 5 falling below the upper quartile mark and into the second quartile.

This chart also demonstrates that while complaints handling is by far the measure with the lowest satisfaction rating for Oxford CC, it is just 1% below the median for all Acuity LCRA clients.

**Satisfaction Levels Acuity Median Q1 – Q2 23/24**





# Benchmarking – Acuity Clients (Councils – LCRA)

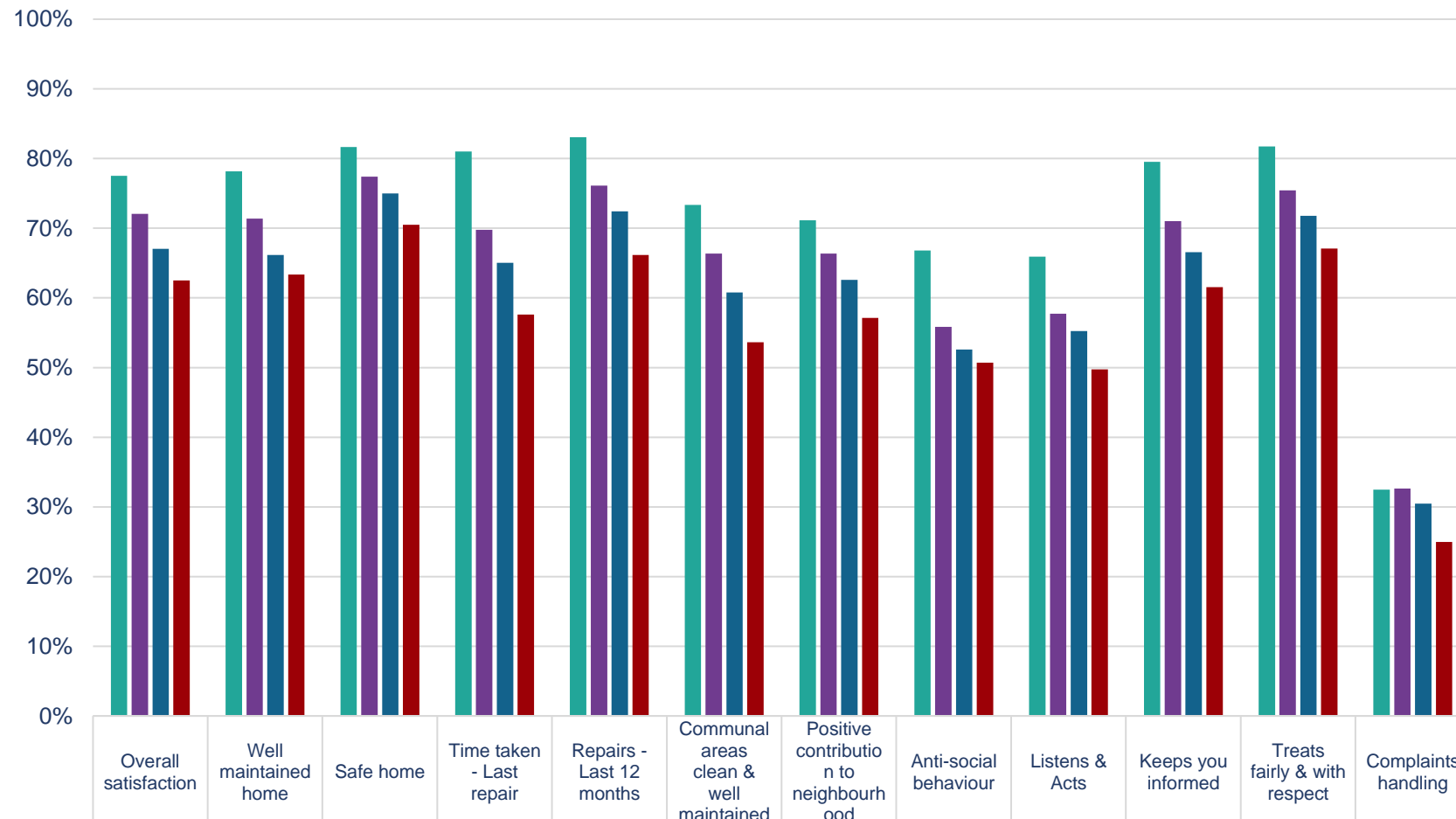
## Satisfaction Levels Acuity Median Q1 – Q2 23/24

The chart opposite shows Oxford CC's performance on the core questions compared with Acuity clients who are also councils and have used the new TSM questions during the year. The chart shows the quartile positions based on the results collected from Q1 to Q2 2023/24 for LCRA (Councils) clients.

All of Oxford CC's ratings are above the median and all except for complaints handling are also above the upper quartile mark and fall into the top quartile.

Complaints handling falls marginally below the upper quartile percentage and so just into the second quartile.

The chart demonstrates that Oxford CC compares very well with other councils across all the satisfaction measures, including in its handling of complaints, which is around 3% above the median value.



■ Oxford CC	78%	78%	82%	81%	83%	73%	71%	67%	66%	80%	82%	33%
■ Upper Quartile	72%	71%	77%	70%	76%	66%	66%	56%	58%	71%	75%	33%
■ Acuity Median	67%	66%	75%	65%	72%	61%	63%	53%	55%	67%	72%	30%
■ Lower Quartile	62%	63%	70%	58%	66%	54%	57%	51%	50%	62%	67%	25%
Quartile Position	1	1	1	1	1	1	1	1	1	1	1	2
Number of Landlords	20	20	20	20	20	20	20	20	20	20	20	20



# Tenure

General needs tenants form the majority of the residents surveyed, with a base of 920 residents, whereas tenants in sheltered housing account for just 35 responses. A small number of residents with shared ownership of their property also completed the survey.

While the large difference in tenure types needs to be taken into account, the table opposite shows that while satisfaction ratings are often similar between general needs and sheltered housing tenants (including for overall satisfaction), satisfaction ratings are higher among sheltered housing tenants.

With the exception of satisfaction with the positive contribution made to the neighbourhood and how complaints are handled, shared ownership residents show the lowest satisfaction ratings by some considerable margin. Satisfaction among this small group of residents is particularly low with regard to the repairs service, albeit they may have different repair liabilities.



	General needs	Sheltered	Shared ownership
Overall satisfaction	78%	83%	40%
Well maintained home	78%	80%	60%
Safe home	82%	83%	60%
Safety and security (high-rise)	68%	--	--
Repairs - Last 12 months	83%	91%	33%
Time taken - Last repair	81%	91%	0%
Repairs - Overall satisfaction	78%	69%	25%
Communal areas clean & well maintained	73%	82%	60%
Positive contribution to neighbourhood	70%	91%	75%
Anti-social behaviour	67%	71%	50%
Easy to deal with	77%	74%	40%
Listens & Acts	66%	65%	33%
Keeps you informed	80%	77%	50%
Treats fairly & with respect	82%	88%	40%
Complaints handling	32%	45%	33%

Base: General needs = 920, Sheltered = 35, Shared ownership = 5

# Wards

Oxford CC operates over many different ward areas, with the 10 that received the most responses to the survey presented in the table opposite.

Of these wards, overall satisfaction is lowest in Cowley (69%) and highest in Northfield Brook (87%), although Hinksey Park has several of the highest satisfaction ratings for other measures. However, most of the lowest ratings are for the Cowley ward.

Generally, when viewed across all the measures in the survey there is little difference between the wards. However, there are some stand-out rates, such as a much lower level of satisfaction with how Oxford CC deals with anti-social behaviour in Northfield Brook than in the other wards (56%) and with how complaints are handled in the Cutteslowe and Sunnymead ward (0%).



	Barton and Sandhills	Blackbird Leys	Churchill	Cowley	Cutteslowe and Sunnymead	Donnington	Hinksey Park	Littlemore	Northfield Brook	Rosehill and Iffley
Overall satisfaction	77%	78%	77%	69%	77%	76%	72%	84%	87%	73%
Well maintained home	76%	76%	79%	78%	69%	80%	86%	81%	79%	70%
Safe home	80%	81%	80%	63%	88%	80%	86%	82%	87%	82%
Safety and security (high-rise)	--	75%	79%	40%	--	--	--	--	50%	--
Repairs - Last 12 months	81%	85%	77%	83%	87%	77%	91%	89%	79%	84%
Time taken - Last repair	84%	78%	81%	73%	83%	89%	94%	91%	75%	83%
Repairs - Overall satisfaction	74%	83%	79%	82%	74%	69%	84%	84%	74%	72%
Communal areas clean & well maintained	83%	70%	81%	53%	88%	82%	79%	80%	62%	77%
Positive contribution to neighbourhood	69%	66%	71%	68%	68%	61%	79%	72%	68%	77%
Anti-social behaviour	68%	63%	65%	62%	82%	70%	61%	72%	56%	67%
Easy to deal with	74%	79%	74%	64%	80%	83%	80%	81%	82%	77%
Listens & Acts	74%	61%	69%	64%	70%	68%	64%	72%	68%	70%
Keeps you informed	75%	81%	81%	82%	75%	83%	81%	77%	74%	81%
Treats fairly & with respect	76%	80%	81%	78%	88%	83%	86%	89%	83%	84%
Complaints handling	42%	41%	29%	21%	0%	38%	20%	55%	38%	46%

Base: Barton and Sandhills = 96, Blackbird Leys = 119, Churchill = 94, Cowley = 45, Cutteslowe and Sunnymead = 35, Donnington = 46, Hinksey Park = 50, Littlemore = 68, Northfield Brook = 39, Rosehill and Iffley = 76

# Age Group

It is common in surveys of this type that satisfaction with housing providers and services increases with age. The results from the survey for Oxford CC demonstrate this pattern well, with the highest satisfaction scores mainly seen in residents aged over 75.

The lowest satisfaction scores are generally seen in residents aged under 35, and this is evident for most of the satisfaction measures in this survey, with the majority of the lowest ratings seen in the under 25 age group.

There are some exceptions however, with the lowest satisfaction ratings for safety and security (in high-rise blocks), Oxford CC making a positive contribution to the neighbourhood, and how anti-social behaviour is dealt with, being with those residents in the 55 to 59 age range.



	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall satisfaction	50%	73%	70%	77%	72%	79%	85%	90%	89%
Well maintained home	67%	70%	73%	75%	72%	86%	82%	91%	92%
Safe home	67%	75%	72%	83%	79%	88%	87%	91%	95%
Safety and security (high-rise)	100%	80%	54%	67%	50%	67%	100%	75%	--
Repairs - Last 12 months	60%	73%	79%	84%	79%	85%	90%	96%	90%
Time taken - Last repair	60%	76%	77%	80%	71%	80%	91%	94%	90%
Repairs - Overall satisfaction	64%	71%	74%	78%	73%	74%	84%	89%	84%
Communal areas clean & well maintained	38%	67%	79%	73%	65%	78%	73%	75%	88%
Positive contribution to neighbourhood	75%	64%	70%	72%	56%	73%	72%	83%	90%
Anti-social behaviour	57%	61%	63%	73%	53%	80%	69%	60%	94%
Easy to deal with	58%	66%	73%	75%	74%	79%	82%	88%	95%
Listens & Acts	33%	62%	62%	70%	57%	65%	70%	73%	82%
Keeps you informed	73%	67%	76%	81%	78%	78%	83%	89%	94%
Treats fairly & with respect	70%	77%	77%	82%	78%	80%	86%	93%	91%
Complaints handling	0%	23%	27%	38%	24%	37%	42%	33%	75%

Base: 0-24 = 12, 25-34 = 83, 35-44 = 183, 45-54 = 179, 55-59 = 110, 60-64 = 104, 65-74 = 159, 75-84 = 88, 85+ = 37



# Length of Tenancy

As residents with the longest tenancies are often among the oldest residents, satisfaction tends to be high in these groups, and to an extent, this is true of Oxford CC tenants.

Satisfaction also tends to be high for new tenants, as seen here where tenants of less than a year have the highest satisfaction ratings for more than half of all measures. This is usually because new tenants have often had less time to experience problems or require help from their landlord. However, for those measures where contact and intervention of Oxford CC services is implied – recent repairs, ease of dealing with the landlord, and complaints handling, the lowest satisfaction ratings are recorded for tenants of less than a year.

For most measures, the lowest satisfaction ratings are for residents with tenancies of between 6 and 20 years, who after being in their homes for some time, are likely to have experienced more issues.



	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall satisfaction	75%	76%	77%	74%	77%	82%
Well maintained home	87%	76%	83%	72%	74%	84%
Safe home	80%	79%	86%	77%	78%	90%
Safety and security (high-rise)	100%	90%	75%	44%	55%	75%
Repairs - Last 12 months	76%	78%	91%	79%	87%	86%
Time taken - Last repair	76%	79%	80%	79%	83%	84%
Repairs - Overall satisfaction	88%	75%	80%	71%	76%	83%
Communal areas clean & well maintained	79%	70%	75%	72%	73%	76%
Positive contribution to neighbourhood	85%	74%	77%	71%	65%	70%
Anti-social behaviour	74%	67%	71%	65%	65%	68%
Easy to deal with	69%	77%	74%	69%	80%	83%
Listens & Acts	73%	64%	70%	60%	66%	69%
Keeps you informed	80%	78%	80%	79%	77%	83%
Treats fairly & with respect	89%	82%	79%	77%	82%	84%
Complaints handling	18%	23%	36%	30%	42%	35%

Base: <1 year = 53, 1-3 years = 177, 4-5 years = 65, 6-10 years = 180, 11-20 years = 235, Over 20 years = 250

# Ethnicity

The table opposite shows satisfaction ratings for the four largest ethnic groups represented in the survey. There is a large difference in group size, however, with white residents making up the majority of the residents surveyed (599) while just 19 residents are of mixed ethnicity.

Overall satisfaction is highest for Asian or Asian British residents (85%) and lowest for residents of mixed ethnicity (58%).

For most measures, satisfaction is highest within the Asian or Asian British group of residents, and where this is not the case, often the differences between the top satisfaction ratings are small.

There are some exceptions, however, which include safety and security in high-rise accommodation and complaints handling.

The majority of the lowest satisfaction ratings are in the White and the mixed ethnic groups, although a small number are also found in the other ethnic groups.



	Asian or Asian British	Black or Black British	Mixed	White
Overall satisfaction	85%	71%	58%	78%
Well maintained home	83%	72%	61%	78%
Safe home	80%	77%	79%	84%
Safety and security (high-rise)	60%	100%	100%	41%
Repairs - Last 12 months	87%	83%	85%	83%
Time taken - Last repair	85%	76%	77%	82%
Repairs - Overall satisfaction	83%	77%	89%	77%
Communal areas clean & well maintained	70%	79%	40%	73%
Positive contribution to neighbourhood	82%	82%	67%	66%
Anti-social behaviour	77%	79%	63%	60%
Easy to deal with	73%	77%	82%	77%
Listens & Acts	76%	68%	38%	64%
Keeps you informed	86%	81%	76%	79%
Treats fairly & with respect	87%	84%	85%	81%
Complaints handling	29%	35%	75%	33%

Base: Asian or Asian British = 85, Black or Black British = 92, Mixed = 19, White = 599



# Conclusion





## Satisfaction 2023



## Conclusion

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

Overall, the survey shows very high levels of satisfaction with the services provided by Oxford CC, with all 12 TSMs scoring above the Acuity median for councils, and all are in the top quartile, except for complaints handling. Almost four-fifths of residents are satisfied with Oxford CC's services overall (78%), while the highest satisfaction rating is for the repairs service in the last 12 months (83%). There are also similarly high ratings for tenants being treated fairly and with respect, the provision of a safe home, and where applicable, with the time taken to complete the most recent repair.

The survey has shown that satisfaction is lowest for how Oxford CC handles complaints (33%). Two-thirds of residents are satisfied that their views are listened to and acted upon (66%), while a similar percentage are happy with how Oxford deals with anti-social behaviour (67%). Correspondingly the highest level of dissatisfaction is seen for the handling of complaints (56%). This is likely to incorporate more than just how residents' complaints are handled – for example, residents not getting the resolution they wanted or expected or not having yet received a final outcome.

The survey included 4 open questions, giving residents the opportunity to provide more detailed information about specific issues relating to the home and communal areas, the repairs and maintenance service and customer service and communications, as well as general improvement suggestions. Feedback from all 4 questions highlighted the repairs service, with specifically the timescales for repairs and outstanding repairs as top areas of concern. Additionally, many residents voiced concerns around customer services and contact, and the condition of their property – particularly with respect to damp and mould problems.

Compared with the previous survey, which was carried out in 2022, overall satisfaction has improved slightly (up 2 percentage points), as has satisfaction with the time taken to complete the most recent repair. Most other measures have remained similar or slightly below the rates in the previous survey, with larger falls in satisfaction reported for the cleanliness and maintenance of communal areas (down 7 points) and complaints handling (down 34 points).

This report has also analysed the ratings by several different subgroups, providing more detail across different tenure types, tenancy lengths and ward areas, as well as by age and ethnicity. While the results of these breakdowns should be viewed keeping the base number of respondents in mind, some interesting patterns are seen. Satisfaction ratings are generally highest among older residents, those in sheltered housing and those with an Asian or Asian British ethnicity, while residents with the shortest and the longest tenancies show the highest satisfaction rates for most measures. Regarding area, most of the highest satisfaction ratings are seen in Hinkley Park and the lowest in Cowley wards.

# 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 Oxford CC target services that may need some improvement.

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



## How complaints are dealt with

Dealing with complaints has become a hot topic across the sector with a new focus on this as part of the TSM questions. The survey now includes a qualifying question, meaning only those experiencing complaints give their satisfaction rating, and this appears to have contributed to a general fall in satisfaction. Despite this caveat, the way complaints are handled is important so any failures in this service should be addressed. It is important that all tenants feel confident any complaint they make will be taken seriously and dealt with in good time. Landlords also need to make sure avenues for complaining are open and that tenants know what to do. Therefore, perhaps, Oxford CC needs to revisit this area to ensure all is being done to make sure this process works as well as possible.



## Repairs and maintenance

The way repairs and maintenance is delivered is key for all residents and generally satisfaction with Oxford CC's repairs service is high. However, the open questions reveal that many residents have concerns about outstanding or forgotten repairs that have not been dealt with and the time taken to complete repairs. While expectations around times to complete repairs can be high and difficult to match, it may be worth assessing whether Oxford CC is carrying out repairs within its target response times and if so, communicating these clearly to tenants. The quality of repairs has also been highlighted as an issue, while some residents have damp or mould problems in their homes, which should be addressed as a matter of urgency. The repairs and maintenance service is also a key driver of overall satisfaction, so improvements in this area, will likely lead to increases in satisfaction elsewhere.



## Customer services and communications

Residents have highlighted customer service issues, and in particular communication relating to repairs, as areas for improvement. Often residents report problems when contacting the council, specifically poor call handling, being passed around to different departments and sometimes experiencing a lack of care, understanding or support from staff. Many residents also say that they are not called back when promised. Of course, high call volumes can result in delays and pressure on council staff, but the council should look at current procedures to identify where improvements can be made. This will help ensure that residents are happy they can contact their service provider when necessary and that their enquiries will be dealt with efficiently and with care.

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

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