



**Framework**  
For your future

# Framework Housing Association TSM Survey

2023/24 Report

July 2023

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**acuity**  
making sense of housing



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# Introduction

Framework Housing Association delivers housing and support services to a diverse range of people who are homeless in the East Midlands. Framework currently owns and manage around 1,200 supported housing properties in the Nottingham area.

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

The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory in April 2023 and will be reported for the first time in 2024.

The survey was completed using a multi-mode methodology. First, an online survey was sent out via text and email. This was followed by a postal survey, which included a QR code to allow completion of the survey online. Finally, a telephone top-up survey was completed to achieve the desired number of responses.

When the survey was closed, 400 responses had been received, 142 online, 187 by post and 71 telephone interviews. This report is based on the 400 responses received.

The survey was confidential, and the results were sent back to Framework Housing Association anonymised unless residents gave their permission to be identified – 86% of tenants did give permission to share their name and 89% of these tenants are happy for Framework Housing Association to contact them to discuss any issues they raised.

The aim of this survey is to provide data on tenants' satisfaction, which will allow Framework Housing Association to:

- Provide information on tenants' perceptions of current services, including the support provided
- To act as a baseline to compare future surveys against
- Compare the results with other landlords (where appropriate)
- Capture the metrics required by the Regulator of Social Housing.

For the overall results, Acuity, Housemark and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least  $\pm 5\%$  at the 95% confidence level. For Framework Housing Association, 400 responses were received, and this response is high enough to conclude that the findings are accurate to within  $\pm 4.0\%$ , so well within the required margin and giving good, accurate results.



# 81%

## Overall Satisfaction

The survey shows that eight out of ten tenants (81%) are satisfied with the overall services provided by Framework. There is even higher satisfaction for a number of other measures including the way tenants are treated fairly and with respect, the support worker service and the frequency of the support worker contact (all 86%) and the provision of a well-maintained home (83%).

The majority of other measures achieve at least 75% satisfaction, the only exceptions being how anti-social behaviour is handled (71%) and how Framework deals with complaints (57%). Even so, both measures rank in the top 1 and 2 quartiles of Acuity clients.

Across all measures, Framework are performing above the Acuity median, showing that Framework are performing very well when compared against other landlords.

# Key Metrics Summary 2023/24



**83%** Well maintained home



**82%** Safe home



**80%** Repairs - Last 12 months



**75%** Time taken - Last repair



**75%** Communal areas clean & well maintained



**75%** Positive contribution to neighbourhood



**71%** Anti-social behaviour



**82%** Easy to deal with



**79%** Listens & Acts



**81%** Keeps you informed



**86%** Treats fairly & with respect



**57%** Complaints handling



**82%** Support plan



**86%** Frequency of support worker contact



**86%** Support worker service

# National Context

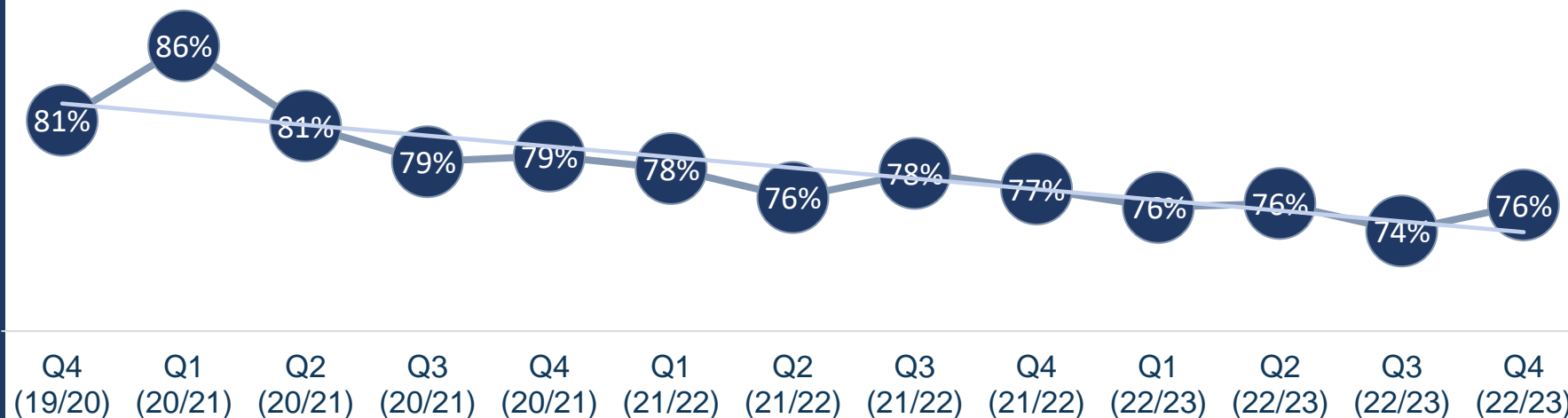
When considering the results, it is important that the national context and external factors are taken into account. For example:

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

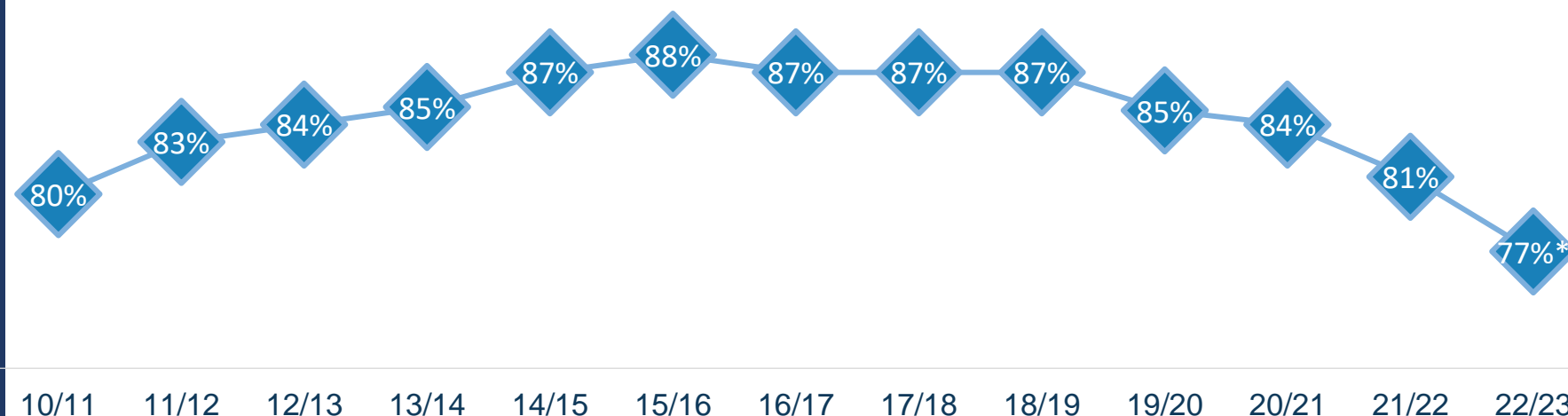
Satisfaction is based on perception rather than specific values so can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from Housemark members, showing that satisfaction reached a peak in 2015/16 but has been falling steadily ever since.

Overall Services (Acuity Clients)



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



\*As reported by Housemark in January 2023.

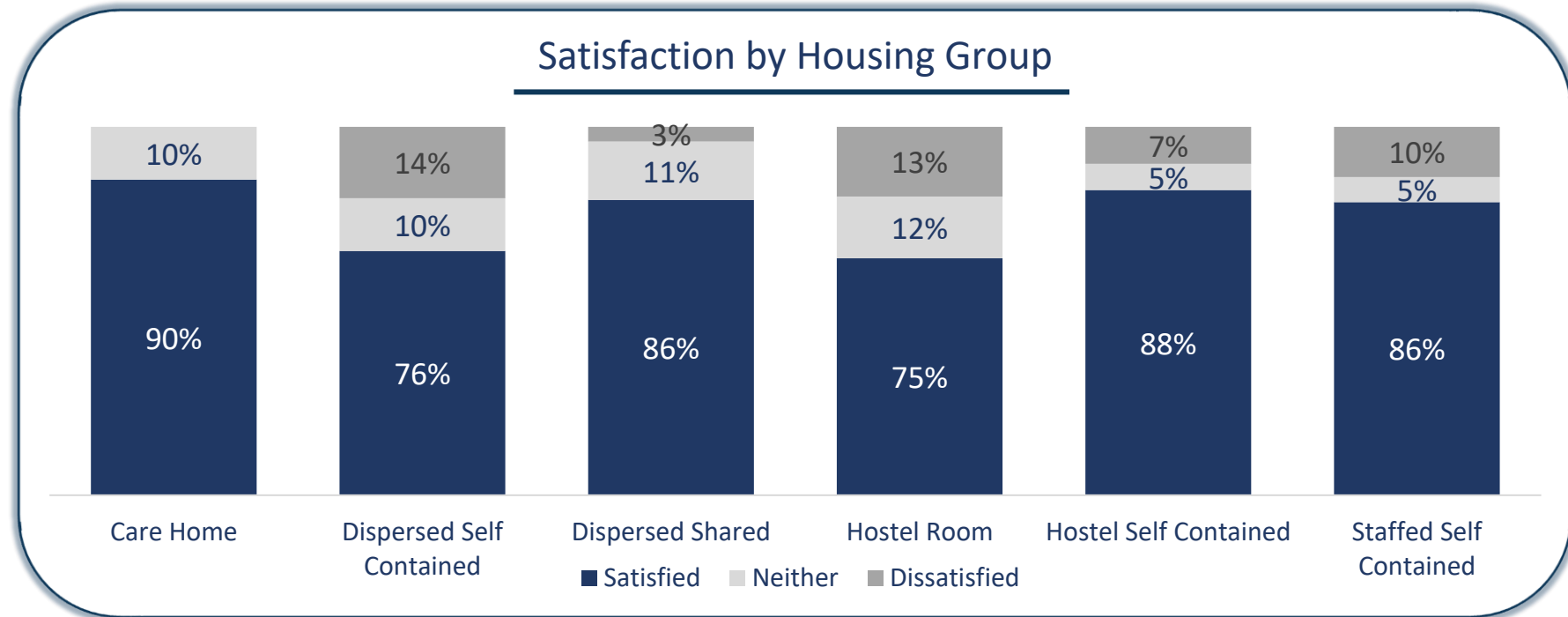
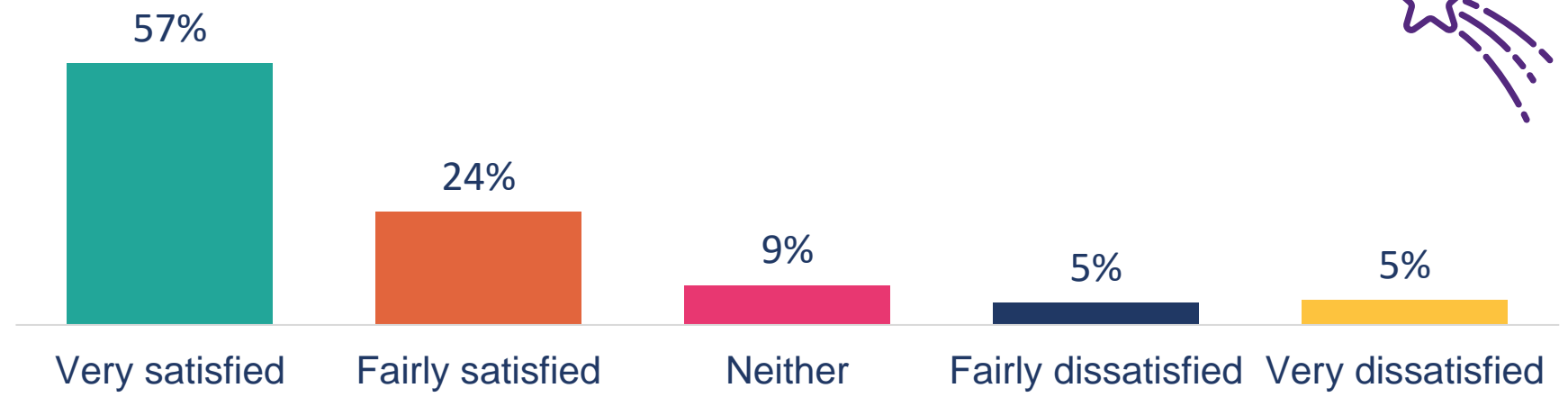


# Overall Satisfaction





# Overall Satisfaction



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

Eight out of ten tenants (81%) are satisfied, with over twice as many very satisfied (57%) as fairly satisfied (24%). Just 10% of tenants are dissatisfied with the overall services provided and a further 9% are neither satisfied nor dissatisfied.

The results are also shown here split by the housing group of the tenants. Whilst satisfaction is high across all these groups, care home residents are the most satisfied (90%), with 88% satisfied from the self-contained hostel accommodation. These compare with 76% in the dispersed self-contained stock and 75% in the hostel rooms.

There is currently no previous results to compare against, but as further surveys are completed in the future a trend will start to develop.



# Support Worker & Support Plan





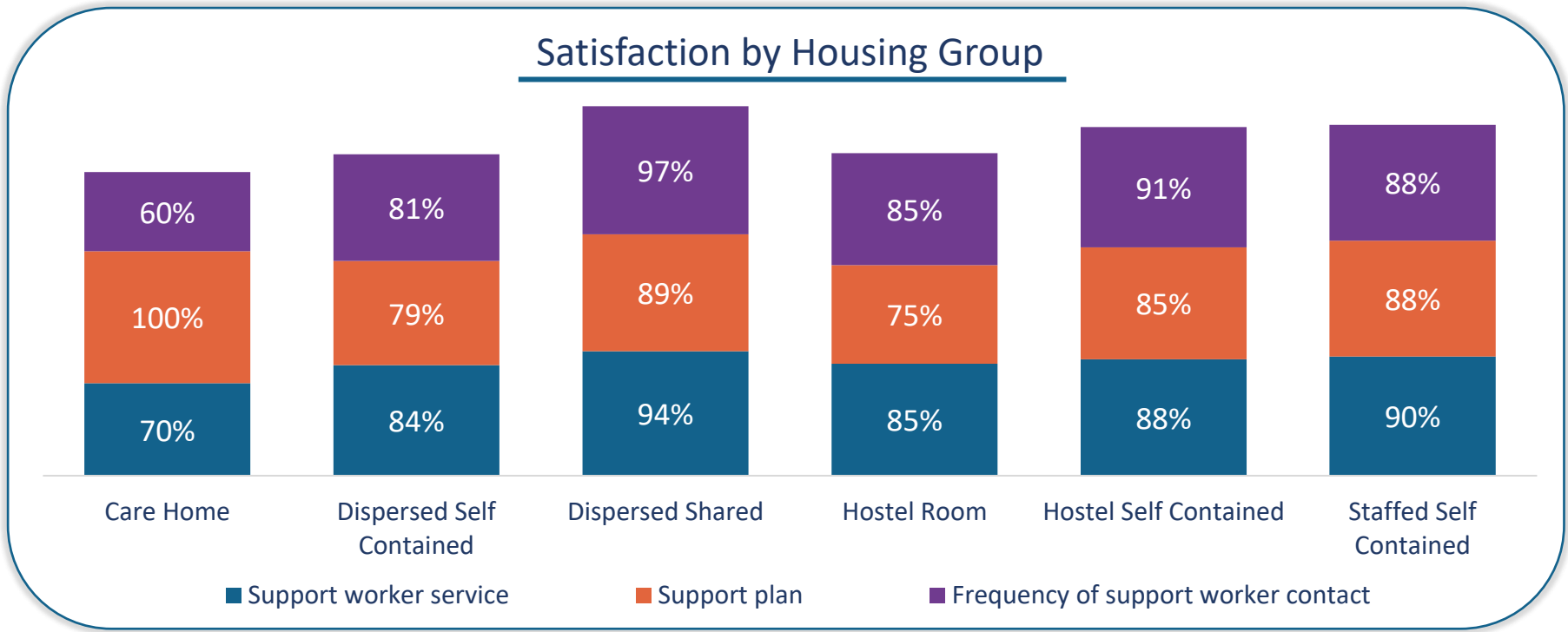
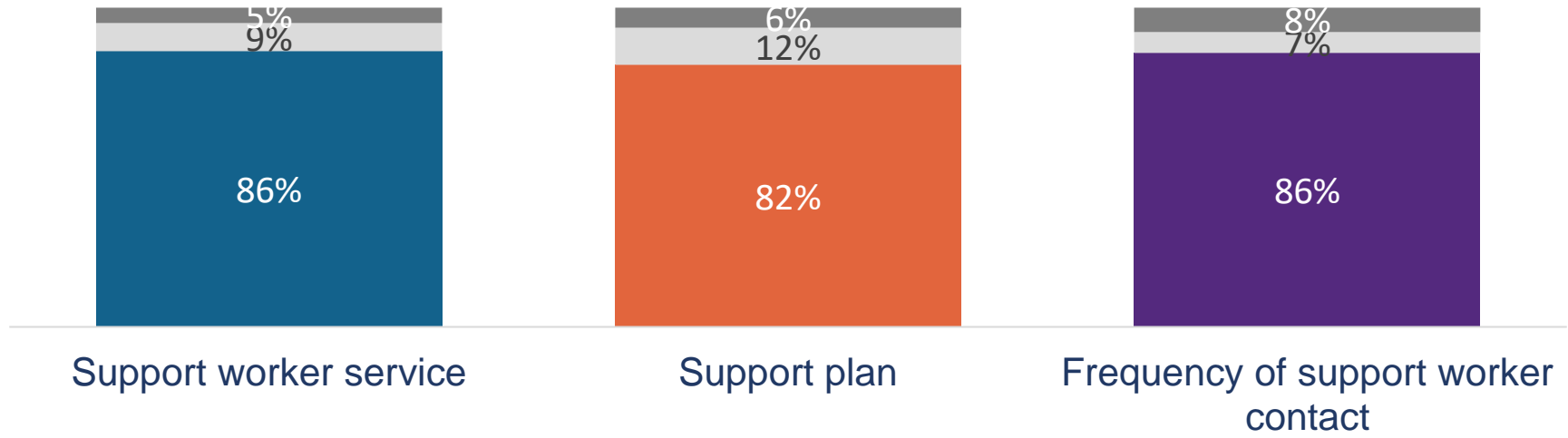
# Support Worker & Support Plan

Framework took the opportunity to ask its tenants about the services they receive from their support worker and their support plan.

Satisfaction is high for both the support worker service and the frequency of contact, (both 86%), just 5% and 8% respectively are dissatisfied.

Satisfaction for the support plan is just a little less at 82%, whilst just 6% are dissatisfied.

Again, there is some variation in satisfaction across the different housing groups. The most satisfied with the support worker service and the frequency of contact are those in the dispersed shared properties, 94% and 97% with the care home residents the least satisfied but these are the most satisfied with the support plan.



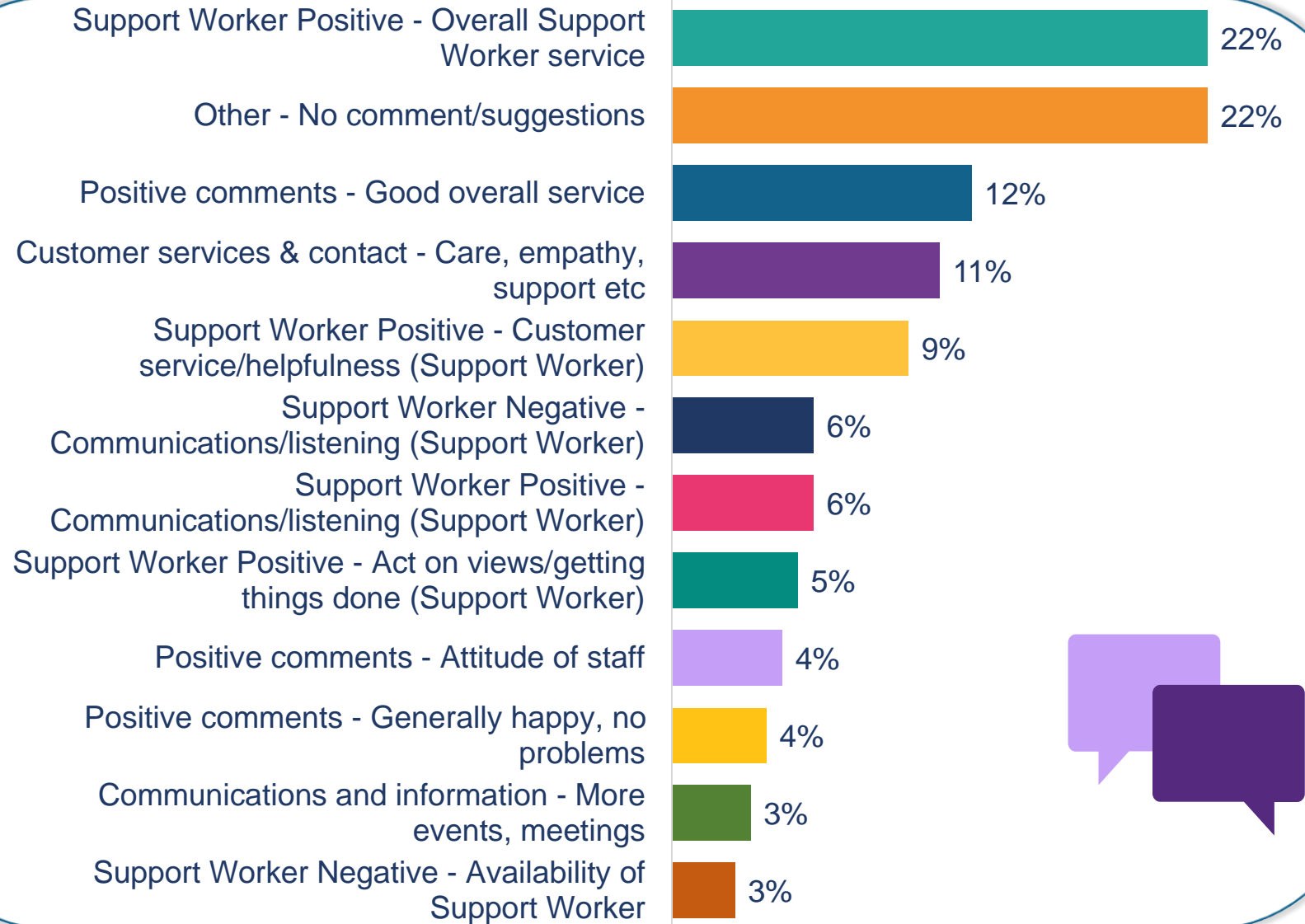
Tenants were asked if there was anything they wished to add about their support plan or support worker; 158 made comments.

The comments are generally positive about the service they receive, with 22% praising the overall support worker service and the same number offering no comment, perhaps also suggesting they are happy with things as they are.

12% of comments mention the good overall service, and there are other positive comments about the helpfulness of the support worker, communications and attitude of the staff.

Of the more negative comments, again tenants would like to receive a little more care, empathy and support, whilst some would like more events and meetings.

# Comments – Support Worker & Plan



Number of respondents: 158



# Support worker & plan – comments

## Support worker positive – overall support worker service

“My support workers have been amazing, I’m a completely different person than when I moved in. They have helped me to overcome a lot of issues and have been extremely supportive throughout my stay. I couldn’t have asked for a better support system.”

“My support worker is lovely. But I keep missing our appointments. She has been very patient with me and continues to get me to engage.”

“Very satisfied with my support planner/worker for the work she is doing for us. She treats us with respect, she is encouraging and humble.”

“I suppose the support worker is very good at being a support worker. She had a bit laid back style and easy to communicate with than any other staff. My current support worker is excellent in the last 4 years.”

“My worker has been one hundred percent and he’s the one I mostly deal with. I’m very satisfied with him.”

## Positive comments – good overall service

“Framework is an amazing organisation. I’m at Hughendon Lodge - both manager and staff are very kind and helpful.”

“Thank you so much. Framework has really helped me sort my head out.”

“Thank you so much for helping always...”

“Without Framework I could never have made it this far, and the support from all staff is incredible. Thank you, Framework.”

“Can’t tell you enough how good this service is. Amazing.”

“They’re always there for you, no matter what the problem. And if they cannot help, there’s always someone who can.”

“Overall, I am very satisfied with my housing and the service provided by the support workers at Framework.”

“I’m very happy with the help I get from Framework.”

## Customer service & contact – care, empathy & support

“Yeah, there is no real support for me as I have been waiting 24 years to get the right support and they seem to not help. I need real support - [it] would be so nice so I can move on with my life. I am 38 and it’s so sad for me at my age.”

“All I would say on that one is, I do need more support, more frequent support.”

“I don’t think they are always empathetic with my needs. They don’t understand what you tell them, and I don’t understand why my support worker don’t have a cup of tea when you need it. Just a bit of company and support. This is for mental health but my support worker if they don’t understand that I don’t get it. I’m not saying all the time to come to my flat, just sometimes when you really need it, just to sit in with them. It’s just a little bit of kindness when it’s very much needed. It is not always easy when you are feeling down to go out and go to the office. It’s just so hard to go out sometimes.”

## Support worker positive – customer service/helpfulness

“She’s amazing and helps me with anything I need.”

“She’s very kind.”

“Has been a good help and getting me on the right track!! Nice man and understands what I’m going through!!”

“She is actually really nice my support worker.”

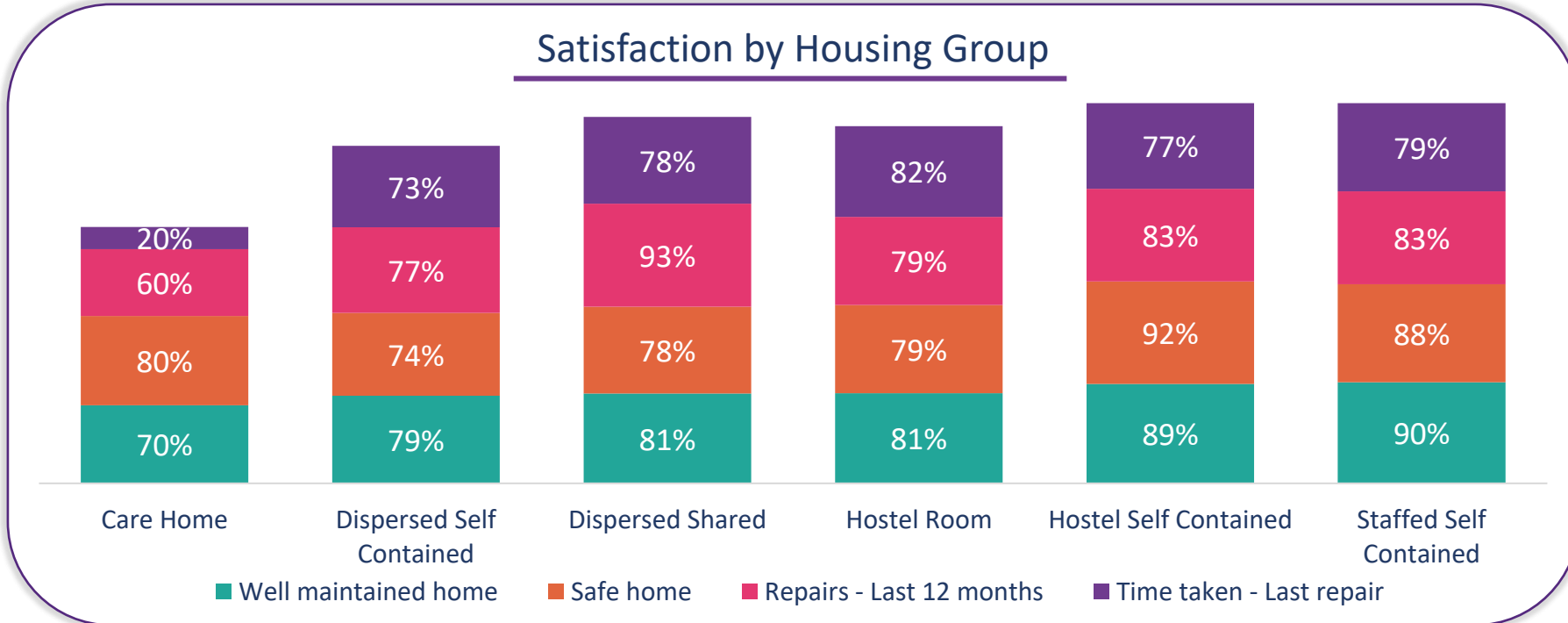
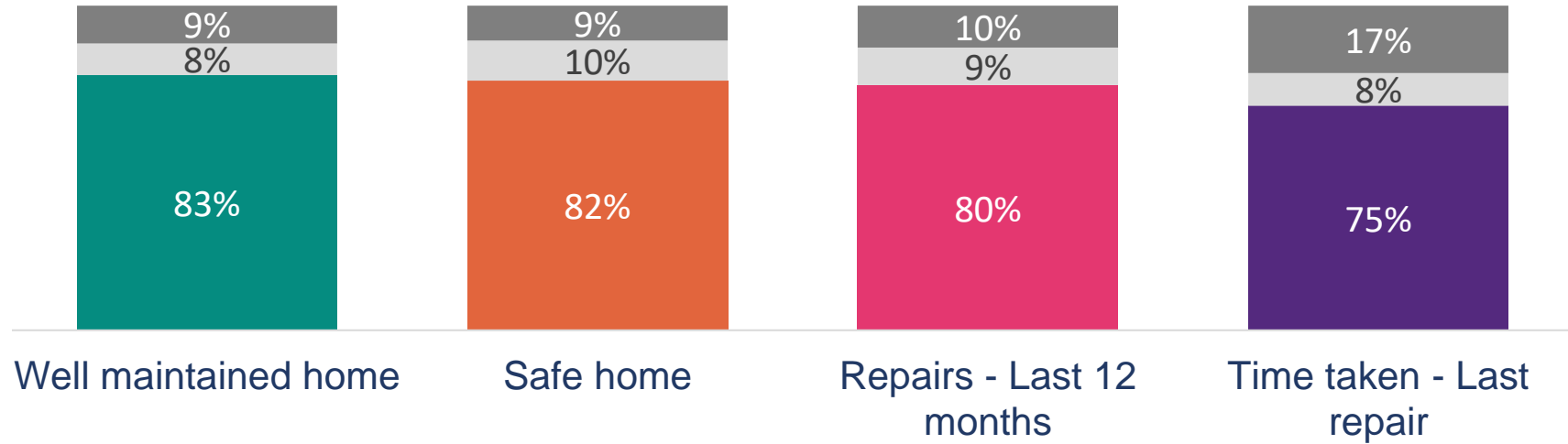
“Helen is a really nice lady, and she helps me.”



# Keeping Properties in Good Repair



# Keeping Properties in Good Repair



The survey included four questions about the home and repairs service.

There is little between the two home measures with 83% satisfied that it is well-maintained by Framework and 82% satisfied with its safety. Just 9% are dissatisfied with both these aspects of the home.

Eight out of ten tenants (80%) are satisfied with the repairs service in the last 12 months, with slightly fewer (75%) satisfied with the time to complete the most recent repair; 17% are dissatisfied here.

Satisfaction that the home is well-maintained is highest among those in the staffed self-contained accommodation, whilst those in the self-contained hostels are the most satisfied with its safety. With regards to the repairs service in the last 12 months, tenants of dispersed shared properties are the most satisfied (93%) and those in hostel room are most satisfied with time taken to complete repairs; care home tenants are the least satisfied with both aspects, 60% and 20% respectively.



# Comments – Home or Communal Areas not Well Maintained or Safe

Tenants who were not satisfied that their homes and communal areas are well maintained or safe were asked to explain why and what could be done to improve this. 81 tenants made comments.

It is the maintenance of the communal areas which attracted the most comments – in particular, the frequency of the cleaning service and dealing with the garden areas, which some say are overgrown and need attention.

The accumulation of rubbish is also a concern to some as is the quality of the cleaning service, the rubbish storage areas and the general grass cutting.

In terms of the home, some mention dealing with outstanding or forgotten repairs, whilst others would like to see repairs completed quicker.



Number of respondents: 81

# Home not Well Maintained or Safe - comments

## Frequency of cleaning service

“Nobody cleans the communal areas, including basement. Blood contaminants frequently around. Windows haven’t been cleaned for years. Refuse scattered in courtyard.”

“Kitchen cleanliness is an issue and there is seemingly no plan for that. Other communal rooms in the past have had food decaying for weeks. I’ve no idea if that still happens as I’ve avoided them for months.”

“They could actually clean the areas...I do it and they simply don’t.”

“Bins smell and the cleaners literally don’t turn up.”

“Always messy outside, it is not even my mess.”

“The cleaner could do her job properly and we as residents should have a cleaning rota.”

“Making sure that all communal areas are clean and tidy for the use of all tenants.”

## Grounds maintenance

“Better maintenance of garden area.”

“Staff don’t maintain the garden. We used to have support social group – now we don’t have one staff don’t seem to care.”

“The garden is well overgrown despite promises to have it cut down.”

“When I moved in 3 months ago, they said they would do the garden, but it’s still not done and it’s in a terrible state. The grass is 2 foot high; I walk out into the garden and it’s a mess. It’s just a yard that needs cleaning up.”

“Grasses need cutting and have not been done.”

“Not happy with the garden, the grass is very tall.”

“Garden grass is growing tall.”

## Communal areas - rubbish

“Unfortunately, there’s been several times walking up the last set of steps where there’s cigarette ends or chocolate just discarded”

“Need the bin closer so we don’t have to take our children across a car park to the bin!”

“The passage and windows rarely get cleaned, plus there is nowhere for anyone to sit down if we want to go outside. Also, please can the bins get changed as only one person takes them out. We could do with the big metal ones I struggle to bring them up as I have arthritis.”

“Rubbish clearance inside and out.”

“The bins are not cleaned, and nothing gets done.”

“We have a lot of complaints about the rubbish at the moment. Problems with the bins and rubbish all over with rats. Bins aren’t being emptied.”

## Day-to-day repairs – outstanding/forgotten repairs

“When I moved in we had no washer for a while. Reported of thing damaged or smelling not hearing nothing back. At the moment I have snails/slugs in the bedroom. Rent charges are crazy for supported living - should be helping us, not taking every penny. Punishing me for working and savings I have. There is no incentive to work.”

“The landlord has not kept the flat up to date. The tiles are falling out the walls.”

“Mould In the flat from previous water leaks which never got sorted.”

“Things are broken. I cannot use the cooker as it’s dirty and when you eat something like pizza it tastes horrible as it has a plastic taste from the dirt. The mirror in the toilet is smashed. The stairs are broken and the windows are hard to open.”

“I moved into a flat and I have a buzzer, but it doesn’t work and does not ring through to the flat and there is apparently nothing that can be done to fix it.”

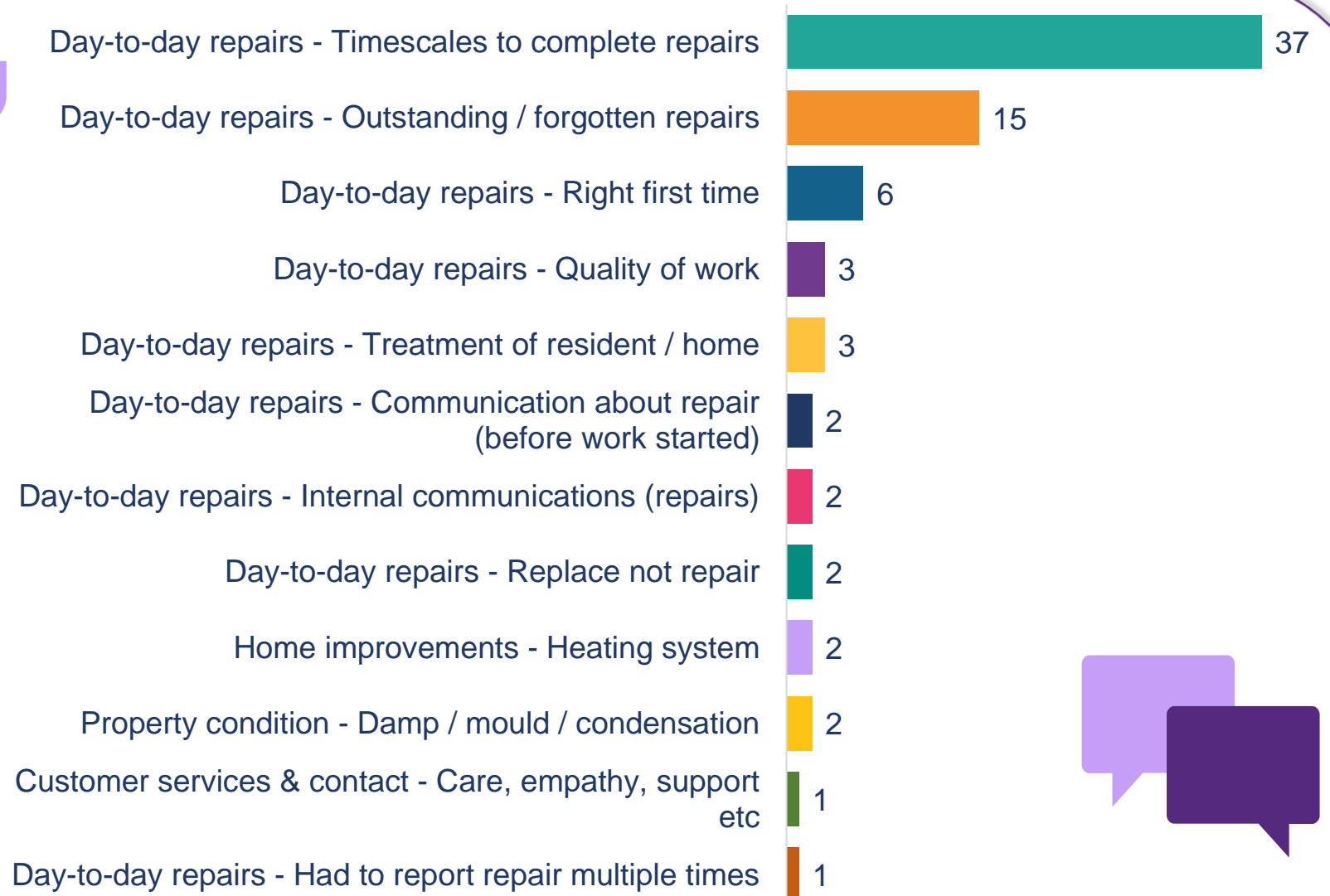
Tenants who were not satisfied with the repairs service were asked to explain why. 53 tenants made comments.

The most frequent comment by a large distance is timescales for works to be completed, followed by dealing with outstanding repairs. These issues are consistent with many other social landlords who are still, to some extent, catching up after the pandemic and facing challenges with rising costs and the availability of suitable labour.

Other comments refer to getting the work done right first time, the general quality of repair and communications around the repairs process.

These comments give insight into what tenants are most concerned about regarding the repairs service and will help Framework Housing Association target areas for improvement.

# Comments – Dissatisfaction with Repairs



Number of respondents: 53



# Repairs and maintenance – comments

## Day to day repairs – timescales to complete repairs

“Took months to fix anything.”

“Reported things that are wrong with the property - nothing yet done. Still waiting.”

“I reported my heating in January. It wasn’t repaired until 9th of May by which time it’s now mild. I’d spent the coldest months with no heating.”

“My toilet was completely blocked, and it took maybe 8-9 weeks. Still to be reported again and then done.”

“A small leak escalated because of a lack of response. There wasn’t any clear timescales for any repairs, relocation. Nobody once asked if my belongings were damaged by the water pouring from the ceiling. The quality of finish on the repair is negligent - filler remained uncovered, water stains are visible through the paint. I had to clean the floors and surfaces afterwards. I had to remove a fair amount of plaster dust.”

## Day to day repairs – outstanding / forgotten repairs

“Like I explained previously my leaking shower.”

“Things are always breaking.”

“The repairers still haven’t come.”

“It hasn’t been finished yet, but obviously Framework have sent someone out so I’m still waiting for a brand-new boiler. The old one broke down and they said I need a new one. They have even sent someone else out and they have confirmed that it can’t be fixed, it needs to be replaced. But now, I’m still waiting, and I don’t have any radiators.”

## Day to day repairs – right first time

“Contractors came 3 times after a bodge job.”

“Shower took 2 attempts to fix”

## Day to day repairs – quality of work

“The quality of the repair the contractor carried out was poor.”



# Responsible Neighbourhood Management



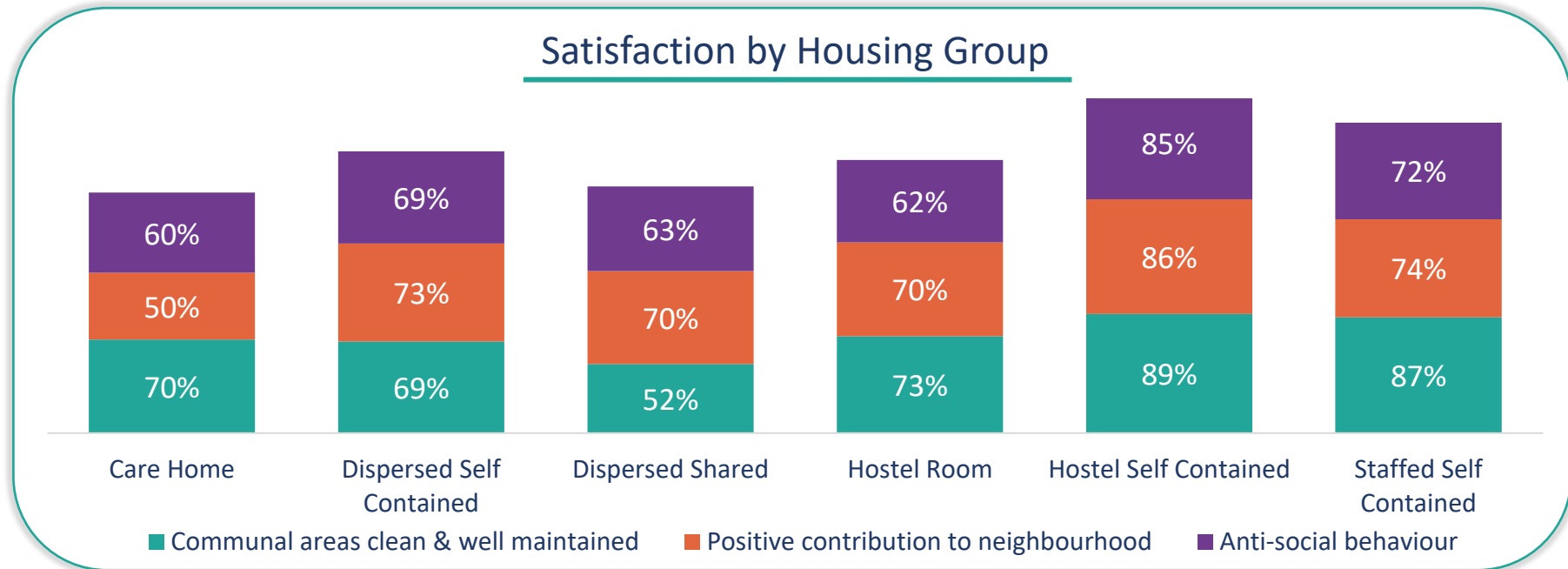
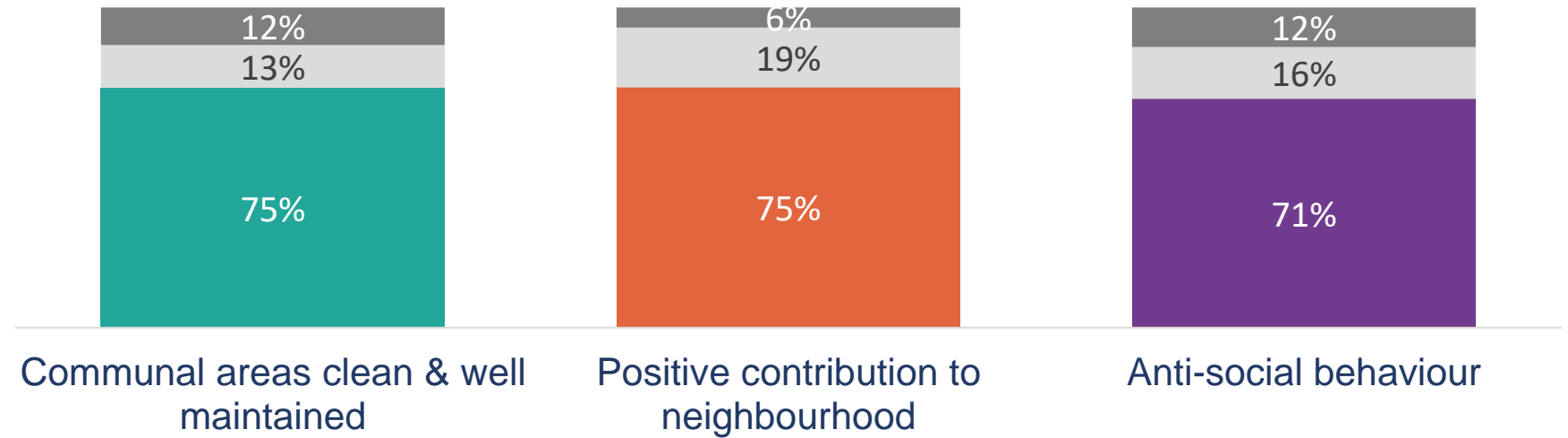
The majority of tenants (85%) live in a building with communal areas that Framework is responsible for maintaining. Three-quarters of these tenants (75%) are satisfied that Framework keeps their communal areas clean and well maintained, whilst 12% are dissatisfied.

Also, three-quarters of tenants (75%) are satisfied that Framework makes a positive contribution to their neighbourhood and just a few less are satisfied with how anti-social behaviour is handled (71%).

There is some variation of satisfaction across the different housing groups with those in the self-contained hostels the most satisfied with each of these aspects, 89% to 85%, and those in the dispersed shared homes the least satisfied with the communal areas and care home residents least satisfied with the other two measures.



# Responsible Neighbourhood Management





Respectful & Helpful Engagement



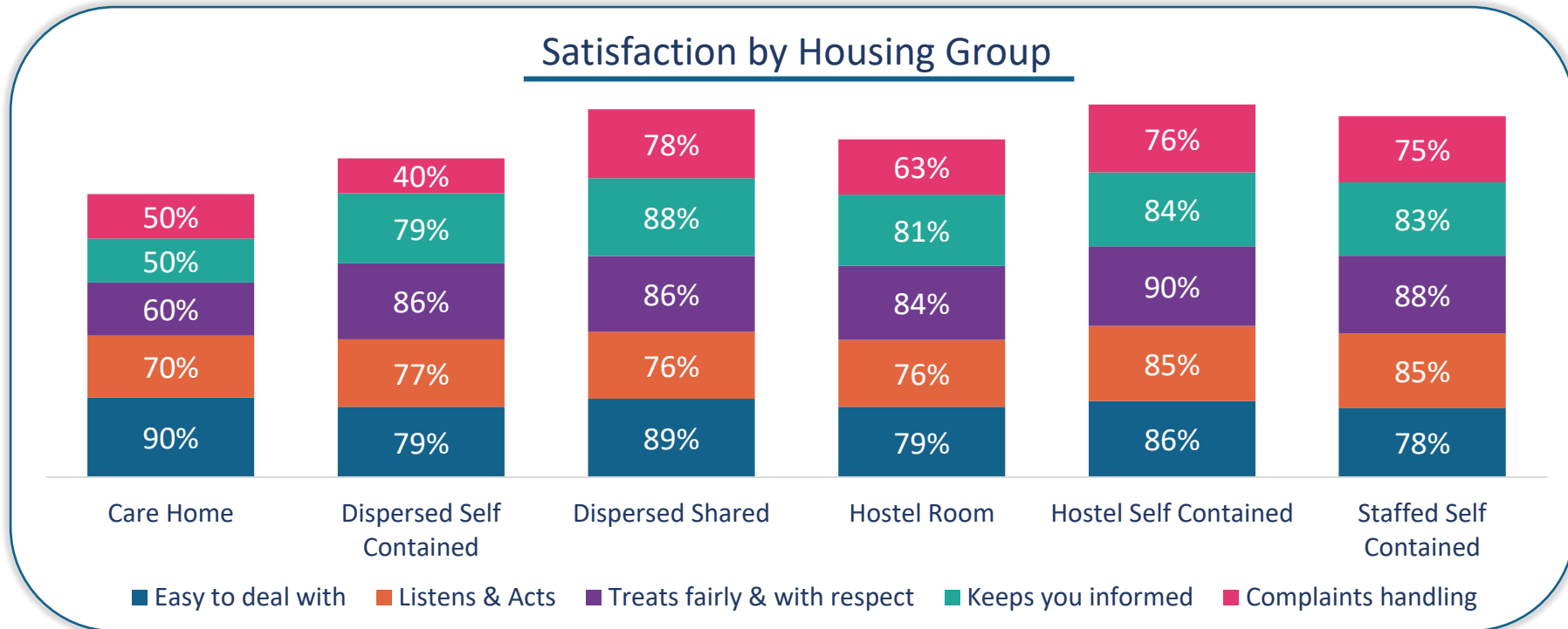
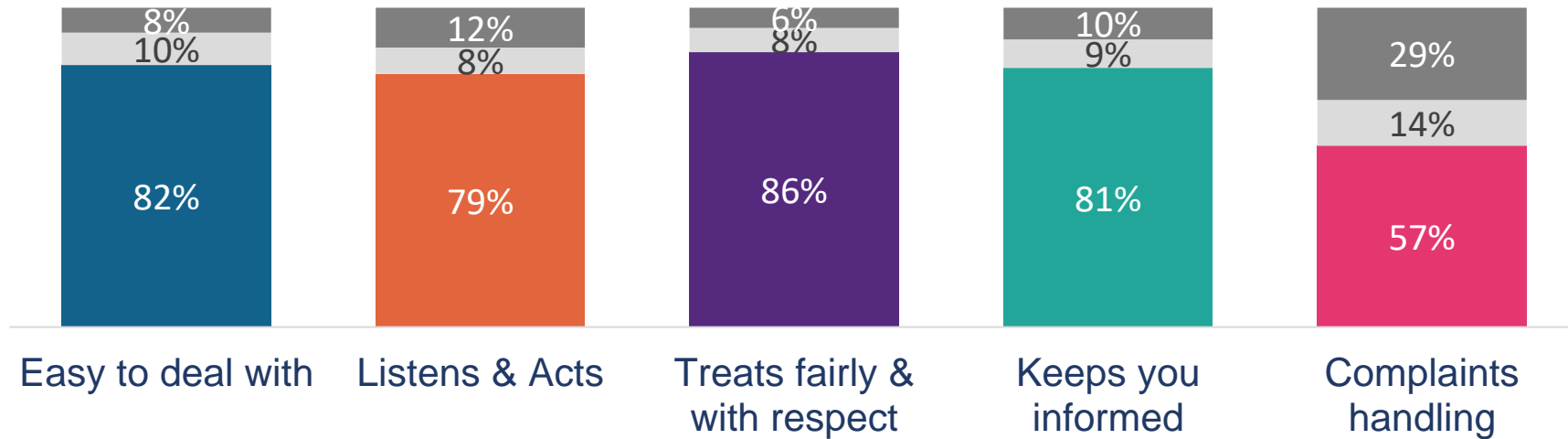
# Respectful & Helpful Engagement

Over eight out of ten tenants (82%) find Framework easy to deal with. Just 8% find it difficult.

Even more (86%) feel Framework treats them fairly and with respect, whilst 81% are satisfied that Framework keeps them informed about things that might affect them and 79% feel their views are listened to and acted upon.

A quarter of tenants (25%) said they had made a complaint to Framework in the last 12 months, although it is not clear how many are genuine complaints following a failure of service or service requests yet to be fully actioned. However, just 59% of these tenants are satisfied with the way their complaint was handled, with 29% dissatisfied.

Generally, those in the dispersed shared accommodation are the most satisfied with these aspects of engagement, with the care home residents the least satisfied, although they are the most satisfied with the ease of dealing with Framework (90%).



# Comments – Customer Service & Communications

Tenants who stated that they are not satisfied with customer service or communications were asked to say why and what Framework could improve. 49 tenants gave comments.

The most common comments relate to staff showing a little more care, empathy and support when making contact.

There are very few other comments with no real consensus on issues, although communications from the manager received four comments. Some also took the opportunity to mention the repairs service, again the timescales for work and dealing with outstanding repairs.



Number of respondents: 49

# Customer service – comments

## Customer service & contact – care, empathy and support

“They do not treat people with mental health conditions and disabilities that well, or respect their needs properly.”

“Since moving into temporary accommodation provided by Framework. I have been chasing communication about my rent and moving to another property. Staff do not communicate effectively, and I was told they don’t provide support to residents. I have complained about dirty communal bathrooms. When I have voiced my concerns, I was told I was abusive because I said I felt they gaslight residents and shift blame to other members of staff.”

“In regard to dealing with tenants’ issues, there are some employees that do not deal with issues and are passive-aggressive.”

“Information and more empathy to be shown. Regular catch ups.”

“Feel that staff communicate well and listen, but not the organisation as a whole.”

## Manager negative - communications

“An introduction to the manager would be nice.”

“Communications from the support workers could improve.”

“Well, we get a support worker and two months down the line we get a new one and we have to go through the same thing. I had six workers in three months, the last one was brilliant.”

## Communications – act on views and give feedback

“Well, there are a lot of things that changed whilst I was there. They did residents meetings but then nothing happens, they listen but no action is taken.”

## Communications – listen carefully, take interest

“They do not listen or act upon what I say. I have reported blood on the main door handle (from drug users) 3 times, and they have done nothing about it. My support worker asked me to email the video of the door to him. I did and he has not done nothing about it. This is a weekly occurrence, and they do nothing.”

“You are talking to a guy who is 69. I should be moving on really; I should be in an older group with my own age group. I think they are not listening to people’s comments when they visit; sometimes they don’t visit.”

“Well, listening to residents is key no matter what the disability is. If Frameworks causes depression it’s frowned upon, isn’t it..”



# Improvement Suggestions





Tenants were asked if there was one thing Framework could do to improve its services, what would they like it to be, and 266 tenants gave comments.

A fifth of the comments are positive about the current service and a further 14% had no suggestions, perhaps also feeling no improvements are needed.

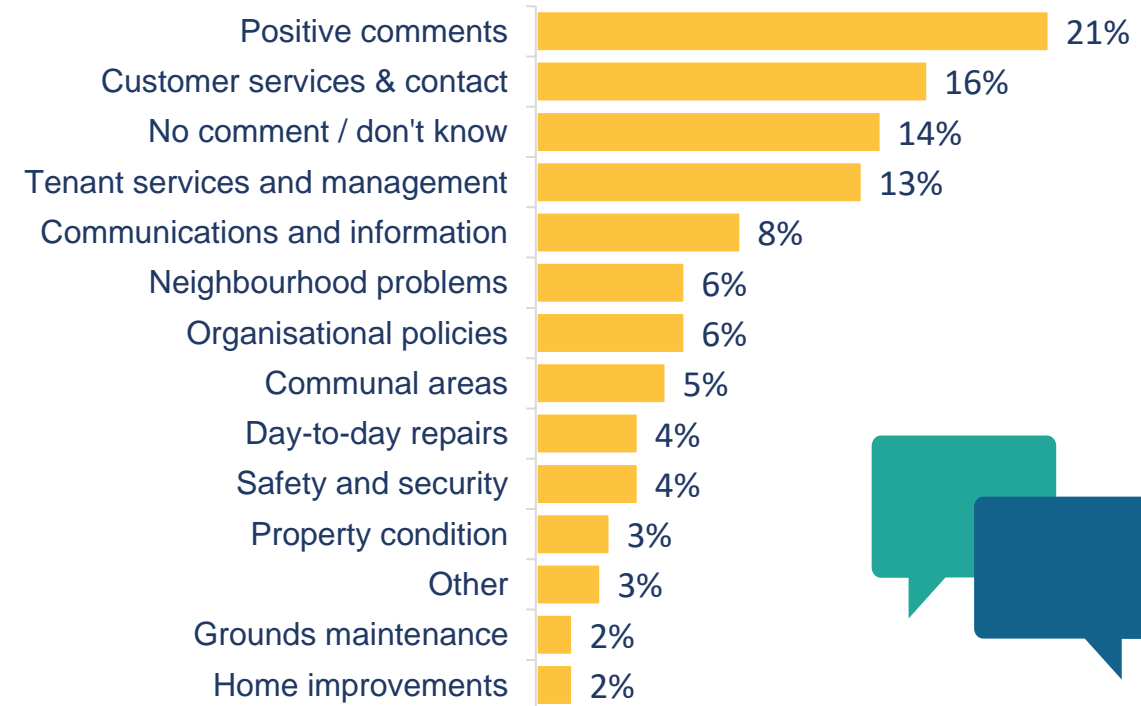
However, 16% of comments focus on customer service. In particular, tenants want Framework to show more care and support and to better understand their circumstances. However, some want to see more tenant activities at the schemes.

Other issues mentioned include some drug-related issues and the lack of internet access.

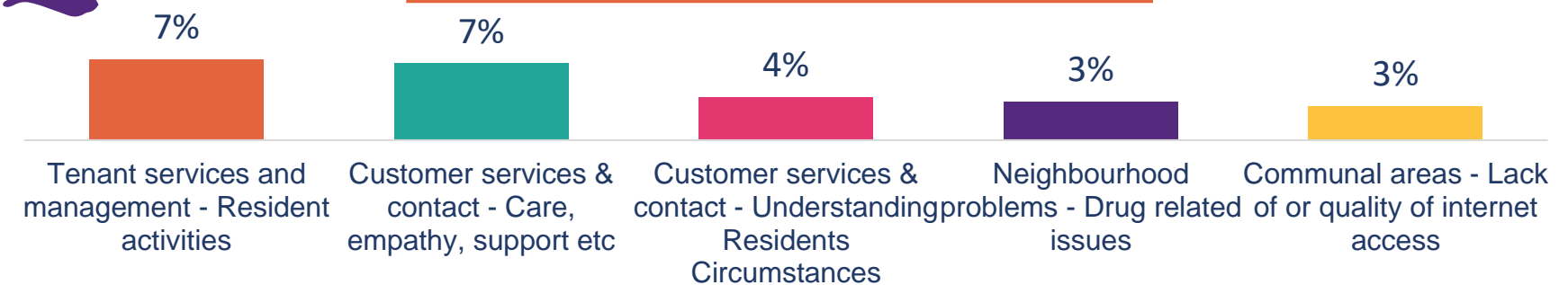
These comments help to provide insight into what tenants see as their main concerns and will help Framework target areas for improvements.

# Improvement Suggestions

## Top Categories



## Hot Topics for Improvement





# Understanding Satisfaction



# Satisfaction & Dissatisfaction

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

The charts opposite show that satisfaction with the overall service sits in the middle of the range of measures at 81% with the highest levels for the support worker service and frequency of contact and how tenants are treated fairly and with respect (all 86%).

The least satisfied are for dealing with ASB and complaints, 71% and 57% respectively.

Dissatisfaction is relatively low, with just 10% for the overall services. The highest level corresponds with the lowest satisfaction score - 29% dissatisfaction with the way complaints are handled.

## Satisfaction



## Dissatisfaction



# Annual Comments

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

Happily, this shows that positive comments are the most common, particularly with tenants praising the overall service and that of the support workers.

Of the more negative comments, it is customer service and contact issues which form the most, with tenants wanting staff to show a little more care, empathy and support. Repairs also received a few, which was largely to do with the timescales for completing repairs and dealing with outstanding or forgotten repairs. In this respect, Framework is similar to other social landlords who are also facing these issues, partly due to catching up after the pandemic but also pressures caused by the cost-of-living crisis.

Some tenants complain of local problems such as cleaning of the communal areas, grounds maintenance and some drug-related issues.

## Top Comment Areas 2023

<b>Positive comments</b>	<b>16%</b>
Customer services & contact	14%
Day-to-day repairs	13%
No comment / don't know	13%
<b>Support Worker Positive</b>	<b>9%</b>
Communal areas	7%
Tenant services and management	7%
Communications and information	7%
Support Worker Negative	6%
Neighbourhood problems	5%
Grounds maintenance	4%

## Hot Topics 2023

Other - No comment/suggestions	9%
Customer services & contact - Care, empathy, support etc.	8%
Day-to-day repairs - Timescales to complete repairs	8%
<b>Positive comments - Generally happy, no problems</b>	<b>8%</b>
<b>Support Worker Positive - Overall Support Worker service</b>	<b>6%</b>
<b>Positive comments - Good overall service</b>	<b>5%</b>
Day-to-day repairs - Outstanding / forgotten repairs	4%
Other - General negative comment	3%
Communal areas - Frequency of cleaning service	3%
Tenant services and management - Resident activities	3%
Grounds maintenance - Overgrown/neglected gardens	3%
Support Worker Negative - Communications/listening (Support Worker)	3%
Neighbourhood problems - Drug related issues	3%

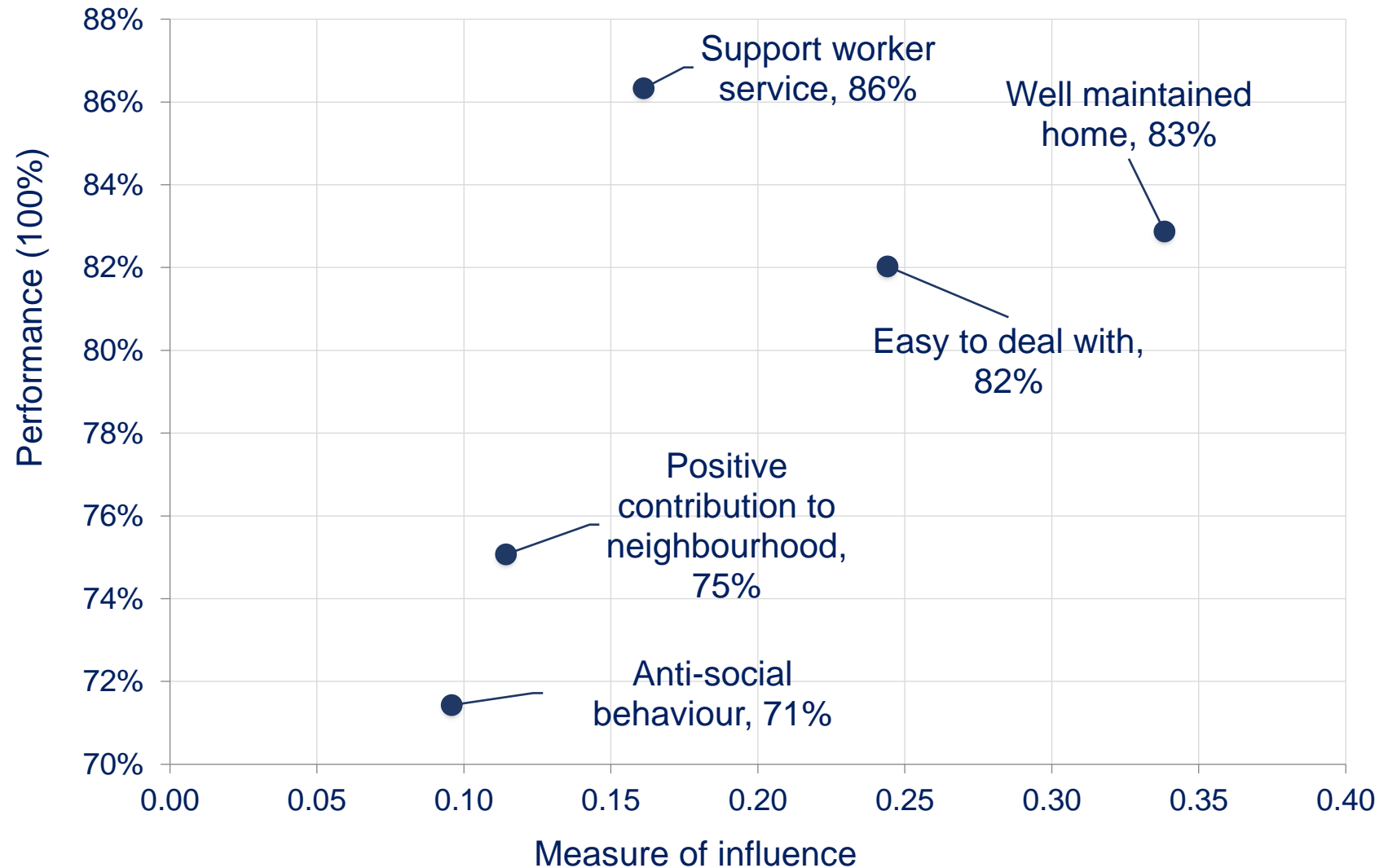
# Key Driver Analysis

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.

The chart opposite shows that the most important driver for tenants' satisfaction with the overall services is that Framework provides a well-maintained home followed by being easy to deal with, whilst the support worker service is also important to tenants.

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.

Annual Key Driver Analysis – Overall Satisfaction



# Subgroup differences

As shown below, the results have been split down by various subgroups based on property and service characteristics and method of survey.

This section rounds up these different responses and attempts to find some conclusions from these.

- **Response method** – The survey was conducted using a mixed-mode method; the most were completed by post (187) with 142 online and 71 by phone interview. However, as the chart on page 35 shows, there is quite a difference in satisfaction levels by the response method. Those using the postal method were the most satisfied on all but two of the measures within the survey. This is consistent with other social landlords, and it appears to be that older tenants tend to prefer to use a postal return, and these are generally shown to be more satisfied than their younger counterparts. The survey didn't include any age-based comparison, so it is suggested that Framework do further analysis to establish why these differences occur.
- **Housing Group** – Framework operates a number of different housing groups for their customer base and when considered by these the results suggest that those in the self-contained hostels and dispersed shared accommodation tend to be the most satisfied and those in the care homes the least. Although paradoxically, this group is the most satisfied with the overall services. Again, it is not clear why these differences occur, but each housing group receives different services and is aimed at slightly different client groups.
- **Service** – Framework Housing Association also operates a number of different services and whilst there is quite some variation across these services, those in the Michael Varnam House are generally the most satisfied, and those in The Crescent are the least satisfied. On the overall services provided, all the MVH tenants are satisfied compared with just 20% of The Crescent tenants. However, on the time taken to complete the most recent repair, only 20% of the Edwin House tenants are satisfied.

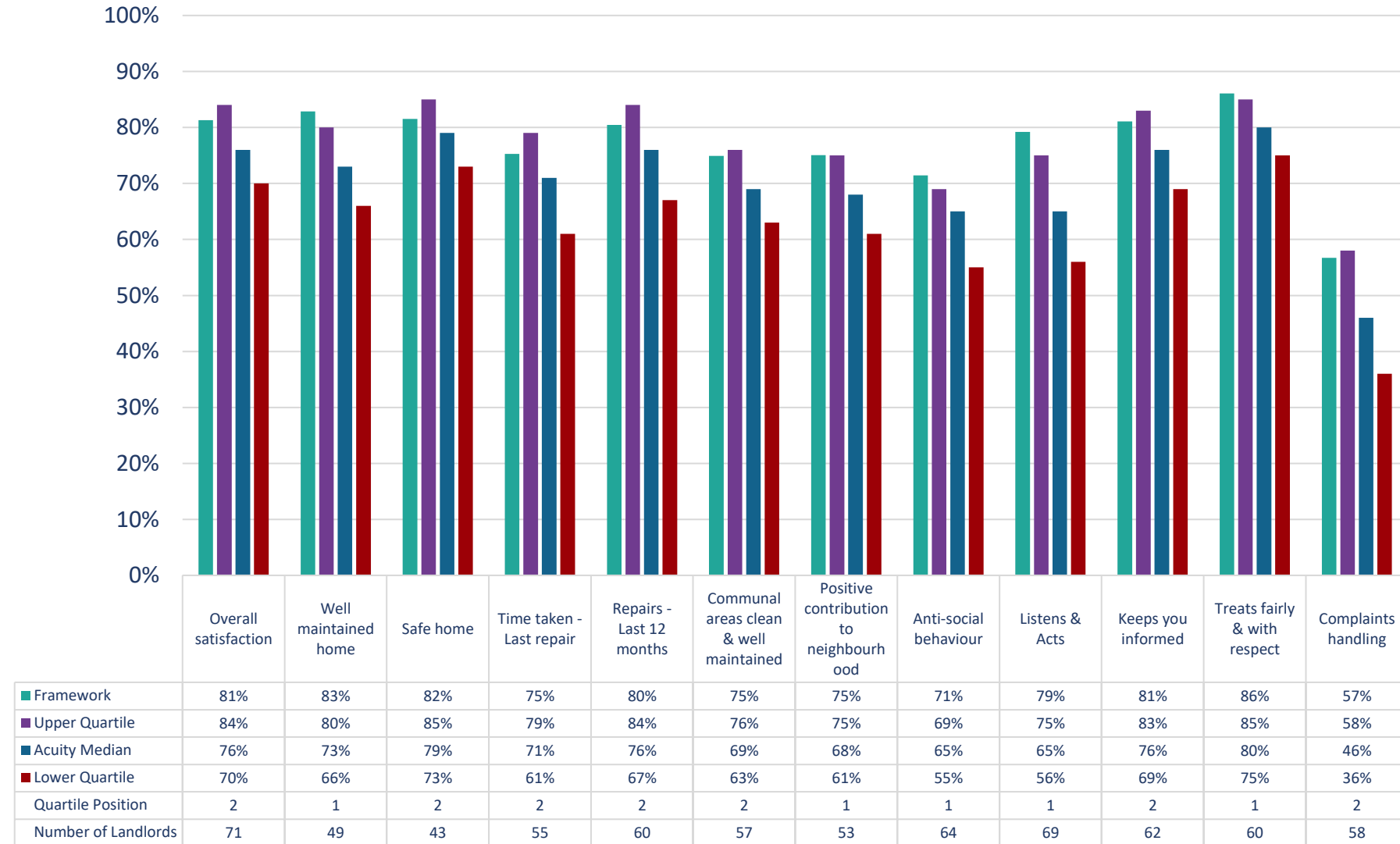
# Benchmarking – Acuity

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 – this is a cohort of around 70 landlords of different sizes and locations. The chart shows the quartile positions based on the results collected from Q1 to Q4 2022/23.

Framework compares well with this group, with satisfaction above the median of the group on all the measures within the survey; five of these are in the top quartile and the remaining seven in the second quartile.

This represents an excellent result given the nature of Frameworks services and client group, particularly in a challenging operating environment.

Satisfaction Levels Acuity Median Q1 – Q4 22/23





# Conclusion





## Satisfaction 2023/24

# Conclusion

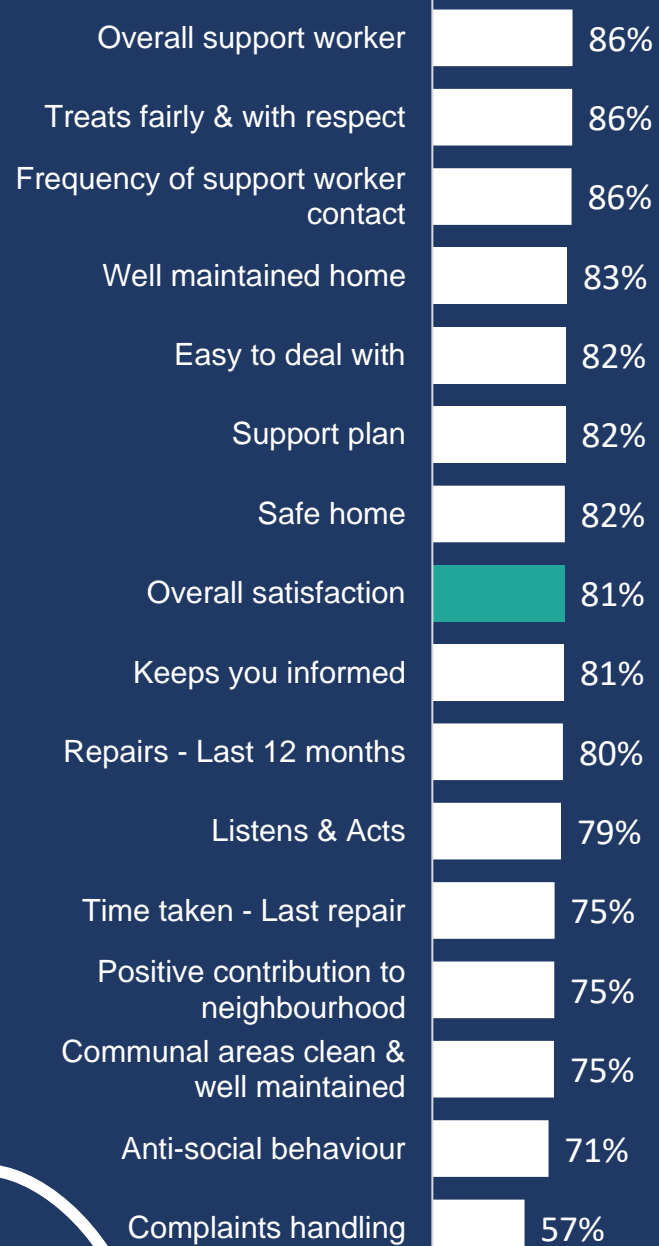
Acuity has been commissioned to undertake a satisfaction survey of the tenants of Framework Housing Association based on the new Tenant Satisfaction Measures, with additional questions specific to the services they deliver. The survey was conducted using a mixed-mode approach with tenants returning postal questionnaires, using an online entry or telephone interview. In all, 400 responses were received giving a good margin of error for the responses.

The survey shows some good levels of satisfaction with the services provided by Framework Housing Association, which should be seen in the context of generally falling satisfaction across the sector as tenants struggle with the cost of living and emerge for the disruption caused by the pandemic.

There are 81% of tenants satisfied with the overall services provided, whilst just 10% are dissatisfied. The highest ratings are for the service provided by the support workers, the way tenants are treated fairly and with respect and the frequency of the support worker contact (all 86%), followed by the provision of a well-maintained home (83%). However, just 71% of tenants are satisfied with the way anti-social behaviour is dealt with and only 57% are satisfied with the way complaints are handled, with 29% dissatisfied. Both measures, however, still rank well against other social landlords.

Analysis shows that the key driver for overall satisfaction is that Framework provided a well-maintained home followed by being easy to deal with and the overall support service. The implication is that if these areas can be improved further, they are more likely to lead to increases in overall satisfaction than focusing on other areas. The results also show some differences based on the type of housing and service tenants receive and that the method of survey is also influential, with postal respondents tending to be more satisfied than those using other methods

The survey included a number of open questions about the home and the services received and when asked about what services could be improved, 266 tenants gave comments. Whilst many of these are positive about the current service, some highlight the need for staff to show more care, empathy and support and to better understand the issues raised. However, others would like to see more tenant activities and events and better communal area services.



# Recommendations

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

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

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



## Communal area services

The vast majority of tenants (85%) live in buildings with communal areas so the maintenance of these is very important. Three-quarters of tenants (75%) are satisfied that these areas are kept clean, safe and well-maintained but this hides the fact that many are concerned about their general upkeep. When asked about issues with their communal areas the frequency and quality of the cleaning services attracted the most comments. Some also complained about the state of the gardens being overgrown and grass not being cut. Some say that promises have been made to deal with this but have not been actioned. It is suggested that Framework investigate this to see what improvements can be made to this service.



## Repairs & maintenance

Similar to many other social landlords, the repairs service is vital in determining satisfaction generally and analysis shows that providing a well-maintained home is the key driver for overall satisfaction. The repairs service in the last 12 months receives good levels of satisfaction (80%), although fewer are satisfied with the time taken to complete works (75%). When asked what could be improved, the timescales for work is, by far, the most common suggestion followed by dealing with outstanding repairs. Typical comments are, “took months to fix anything” and “still waiting.” Whilst many are still recovering from the pandemic and dealing with rising costs, it is important that the repairs service operates effectively, and expectations of service are well managed.



## Customer service

Tenants would also like Framework to show them a little more care, empathy and support when they make contact, and to better understand their issues, some highlighting the need to know more about the mental health of their tenants. Given the particular client group, the support services are very important and are generally well received but, perhaps, more could be done when dealing with general enquiries and issues affecting the communal areas and other housing services.

# Response Method

	Online	Telephone	Postal
Overall satisfaction	79%	77%	84%
Well maintained home	79%	83%	86%
Safe home	75%	83%	86%
Repairs - Last 12 months	80%	82%	80%
Time taken - Last repair	75%	74%	76%
Communal areas clean & well maintained	67%	76%	79%
Positive contribution to neighbourhood	77%	78%	73%
Anti-social behaviour	71%	66%	73%
Easy to deal with	77%	81%	86%
Listens & Acts	75%	77%	84%
Keeps you informed	77%	79%	85%
Treats fairly & with respect	83%	87%	88%
Complaints handling	48%	43%	72%
Overall support worker	85%	80%	90%
Support plan	80%	79%	85%
Frequency of support worker contact	86%	75%	90%

Base: Online = 142, Telephone = 71, Postal = 187

It is important to understand about the method of survey as this can make a difference in terms of satisfaction levels. Most responded by post (187) with 142 completing the survey online and 71 by phone.

The most satisfied across the range of measures are those returning postal questionnaires, the other two methods are a little closer together with, perhaps, those responding online the least satisfied.

It is not entirely clear why this is the case. One theory is that older tenants are more likely to respond by post, particularly compared with online responses and older tenants have been shown to be consistently more satisfied than their younger counterparts. For Framework age information was not available so it is difficult to prove this. It is suggested that Framework do some more analysis to better understand the differences and to bear this in mind when surveying their tenants again in the future.



# Housing Group

	Care Home	Dispersed Self Contained	Dispersed Shared	Hostel Room	Hostel Self Contained	Staffed Self Contained
Overall satisfaction	90%	76%	86%	75%	88%	86%
Well maintained home	70%	79%	81%	81%	89%	90%
Safe home	80%	74%	78%	79%	92%	88%
Repairs - Last 12 months	60%	77%	93%	79%	83%	83%
Time taken - Last repair	20%	73%	78%	82%	77%	79%
Communal areas clean & well maintained	70%	69%	52%	73%	89%	87%
Positive contribution to neighbourhood	50%	73%	70%	70%	86%	74%
Anti-social behaviour	60%	69%	63%	62%	85%	72%
Easy to deal with	90%	79%	89%	79%	86%	78%
Listens & Acts	70%	77%	76%	76%	85%	85%
Keeps you informed	50%	79%	88%	81%	84%	83%
Treats fairly & with respect	60%	86%	86%	84%	90%	88%
Complaints handling	50%	40%	78%	63%	76%	75%
Overall support worker	70%	84%	94%	85%	88%	90%
Support plan	100%	79%	89%	75%	85%	88%
Frequency of support worker contact	60%	81%	97%	85%	91%	88%

Base: Care Home = 10, Dispersed Self Contained = 142, Dispersed Shared = 36, Hostel Room = 68, Hostel Self Contained = 101, Staffed Self Contained = 43

Throughout the report the results have been shown split by the different housing groups and the table opposite summarises these across the range of satisfaction measures.

The table shows that care home residents are the most satisfied with the overall services from Framework, find it the easiest to deal with and are most satisfied with their support plan. However, they are also the least satisfied on ten of the remaining measures; it should be noted that very few care home residents are included in the results so these can change quite significantly.

Of the other housing groups, those in the self-contained hostels tend to be the most satisfied, together with those in the dispersed shared accommodation, although it is those in the staffed self-contained homes who are the most satisfied that their home is well-maintained.



# Service

	The Albion	Anvil House	The Clusters	The Crescent	Edwin House	Elizabeth House - Move On	Homeless Families	Assisted Living Schemes	Targeted Support	Hughendon Lodge	London Road	Michael Varnam House	Russell House	Sherwood Street - Move On	Stepping Stones
Overall satisfaction	88%	80%	61%	42%	90%	87%	87%	75%	67%	93%	64%	100%	90%	95%	87%
Well maintained home	88%	80%	65%	50%	70%	80%	93%	75%	76%	93%	71%	91%	100%	90%	91%
Safe home	88%	87%	74%	50%	80%	87%	87%	83%	72%	93%	71%	91%	90%	86%	91%
Repairs - Last 12 months	100%	69%	67%	50%	60%	80%	91%	82%	78%	90%	80%	100%	83%	88%	85%
Time taken - Last repair	80%	69%	67%	50%	20%	60%	82%	55%	78%	80%	100%	100%	100%	81%	92%
Communal areas clean & well maintained	73%	92%	60%	42%	70%	85%	85%	44%	50%	83%	75%	100%	100%	80%	76%
Positive contribution to neighbourhood	71%	86%	72%	25%	50%	86%	85%	55%	58%	93%	64%	100%	90%	84%	68%
Anti-social behaviour	93%	73%	61%	17%	60%	71%	79%	20%	68%	86%	54%	100%	90%	83%	70%
Easy to deal with	88%	67%	70%	50%	90%	87%	93%	82%	77%	86%	86%	100%	90%	95%	82%
Listens & Acts	94%	53%	68%	50%	70%	87%	87%	64%	76%	93%	67%	100%	90%	95%	82%
Keeps you informed	88%	67%	78%	42%	50%	93%	86%	73%	83%	93%	77%	91%	90%	90%	82%
Treats fairly & with respect	82%	73%	68%	67%	60%	93%	87%	82%	90%	93%	79%	100%	100%	100%	82%
Complaints handling	50%	50%	50%	33%	50%	86%	60%	--	44%	67%	50%	--	100%	50%	60%
Support worker service	88%	93%	70%	67%	70%	100%	93%	100%	90%	92%	79%	91%	90%	100%	86%
Support plan	76%	87%	65%	58%	100%	93%	80%	91%	87%	85%	71%	100%	89%	100%	86%
Frequency of support worker contact	88%	93%	62%	83%	60%	100%	80%	100%	90%	93%	71%	91%	90%	100%	86%

Base: The Albion = 17, Anvil House = 15, The Clusters = 23, The Crescent = 12, Edwin House = 10, Elizabeth House – Move On = 15, Homeless Families = 15, Assisted Living Schemes = 12, Targeted Support = 30, Hughendon Lodge = 14, London Road = 14, Michael Varnam House = 11, Russell house = 10, Sherwood Street – Move On = 21, Stepping Stones = 24.



Framework Housing Association also operates a number of different services and the results from these are shown in the table opposite.

Whilst there is quite some variation across these services, those in the Michael Varnam House are generally the most satisfied, including with the services overall (100%), and those in The Crescent are the least satisfied.

In fact, of these they are the least satisfied on all but three of the measure in the survey, including the overall services where just 42% are satisfied.

However, on the time to complete the most recent repair, only 20% of the Edwin House tenants are satisfied.

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

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