

# **South Cambridgeshire District Council**

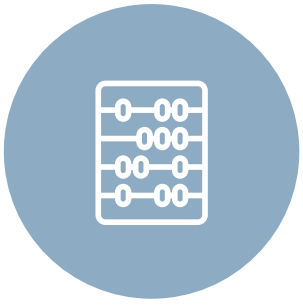
## **Tenant Satisfaction (TSM) survey 2024 - 2025**



# Background

In 2023, M·E·L Research was commissioned by South Cambridgeshire District Council to undertake a Tenant and Leaseholder Satisfaction (TSM) survey among their social housing residents. This report presents the results for the second year of the contract. This sought to provide a reliable measure of residents' satisfaction and identify areas for improvement. This project fulfils the regulatory requirement in the UK that social landlords must invite tenants to feedback on the service they receive on an annual basis. As part of the TSM survey there are 12 key measures which are monitored. These are:

- |             |  |
|-------------|--|
| <b>TP01</b> | Overall satisfaction   |
| <b>TP02</b> | Satisfaction with repairs  |
| <b>TP03</b> | Satisfaction with time taken to complete most recent repair                            |
| <b>TP04</b> | Satisfaction that the home is well maintained  |
| <b>TP05</b> | Satisfaction that the home is safe   |
| <b>TP06</b> | Satisfaction that the landlord listens to tenant views and acts upon them              |
| <b>TP07</b> | Satisfaction that the landlord keeps tenants informed about things that matter to them |
| <b>TP08</b> | Agreement that the landlord treats tenants fairly and with respect                     |
| <b>TP09</b> | Satisfaction with the landlord's approach to handling complaints                       |
| <b>TP10</b> | Satisfaction that the landlord keeps communal areas clean and well maintained          |
| <b>TP11</b> | Satisfaction that the landlord makes a positive contribution to neighbourhoods         |
| <b>TP12</b> | Satisfaction with the landlord's approach to handling anti-social behaviour            |



# Methodology

Leaseholders are not in scope for reporting TSM scores to the housing regulator, so in 2024-25 these residents were not surveyed, in 2023-24 these residents were surveyed.

All tenants were given the opportunity to share their views. No sampling was applied.

Residents were initially invited to take part in the survey via a postal survey sent to home addresses accompanied by a freepost return envelope. The cover letter of the mailing included a QR code to enable online completion of the survey. An additional two email reminders was sent to non-responders at a midpoint of the fieldwork to encourage further responses. Past consultation with residents has identified a preference for being surveyed in a way that suits them. The multi-channel (post or online completion) approach described reflects this. Fieldwork took place between 4th February 2025 and 28<sup>th</sup> February 2025, over a four-week period, given the skew towards postal responses, survey returns were accepted up to a week after the closure of the survey to allow for any delays to postage.



# Response rate and statistical reliability

The survey was sent to 5,383 Low cost rental tenants.

A total of 1,189 completed tenant surveys were returned, equating to a response rate of 22%. The response rate of 22% means results are accurate to  $\pm 3\%$  at the 95% confidence level. This means that if we surveyed every single tenant, the results would be at most, 3% above or below the figures reported from this sample (e.g. a 50% satisfaction rate could actually lie between 47% and 52%). However, where base sizes are smaller the margin of error would be wider and so those results should be treated with greater caution.

The resultant margin of error for tenants is well above the minimum required margin of error dictated by the regulator ( $\pm 4\%$ ) based on South Cambridgeshire Council's stock size.

Population	Stock size	Response	Response rate	Margin of error
LCRA	5,700	1,189	22%	$\pm 3\%$



# Things to note

- Results are based on ‘valid’ responses and therefore where a respondent has selected ‘not applicable’ or left a question blank, these have been excluded from analysis for that question. The base size therefore shows the unweighted total number of respondents included in the analysis for each question. This approach has been applied where specified by the regulator.
- The returned responses were not fully reflective of the overall South Cambridgeshire District Council stock and as a result the data from the survey has been weighted to ensure it is representative, in line with regulatory requirements. The data has been weighted by tenure type and by lead tenant age.
- This wave, given this is the 2<sup>nd</sup> year of TSM measures for tenants, the historical results shown will be those of tenants from 23-24.
- Please note, throughout the report where we mention South Cambridgeshire or South Cambridgeshire District Council, we are referring to the Council’s Housing Services.

# Unweighted response profile - Tenants

Age	Count	Percentage
18 – 24	7	0.6%
25 – 34	37	3.1%
35 – 44	86	7.3%
45 – 54	121	10.2%
55 – 64	225	19.1%
65 – 74	292	24.7%
75 - 84	267	22.6%
85+	128	10.8%
Prefer not to say	18	1.5%

Ethnicity	Count	Percentage
White / White British	1131	95.9%
Mixed/ Multiple ethnic groups	24	2%
Asian/ Asian British	14	2.0%
Black/ African/ Caribbean/ Black British	9	0.8%
Any other ethnic group	9	0.8%

Tenure	Count	Percentage
Secure	704	59.2%
Introductory	56	4.7%
Secure Post (04/14)	335	28.2%
Flexible (10 year)	84	7.1%
Licence	7	0.6%
Non-Secure Temporary	1	0.1%
Non-Secure	2	0.2%

Length of tenancy	Count	Percentage
Less than a year	4	0.3%
1 - 5 years	335	28.2%
5 - 10 years	160	13.5%
10 -15 Years	121	10.2%
15 - 20 years	134	11.3%
20 -30 years	197	16.6%
30+ years	238	20.0%

Long term health condition	Count	Percentage
Yes	519	44.4%
Not sure	111	9.5%
No	538	46.1%

# Tenant Satisfaction Measures



# South Cambridgeshire District Council 2024/25 – Tenant Unweighted data for TSMs

<b>TP01: Overall satisfaction</b>	<b>80.1%</b>
<b>TP02: Satisfaction with repairs</b>	<b>82.3%</b>
<b>TP03: Satisfaction with the time taken to complete repair</b>	<b>77.6%</b>
<b>TP04: Satisfaction that the home is well maintained</b>	<b>77.7%</b>
<b>TP05: Satisfaction that the home is safe*</b>	<b>84.4%</b>
<b>TP06: Satisfaction that the landlord listens to tenant views and acts upon them</b>	<b>66.8%</b>
<b>TP07: Satisfaction that the landlord keeps tenants informed</b>	<b>70.1%</b>
<b>TP08: Agreement that the landlord treats tenants fairly and with respect</b>	<b>76.1%</b>
<b>TP09: Satisfaction with the landlord's approach to handling complaints</b>	<b>42.9%</b>
<b>TP10: Satisfaction that the landlord keeps communal areas clean and well maintained</b>	<b>69.3%</b>
<b>TP11: Landlord makes a positive contribution to neighborhood*</b>	<b>56.7%</b>
<b>TP12: Satisfaction with the landlord's approach to handling ASB*</b>	<b>59.8%</b>



# South Cambridgeshire District Council 2024/25 year on year comparison (Tenant Weighted data for TSMs)

	2023/24	2024/25
TP01: Overall satisfaction	78%	79%
TP02: Satisfaction with repairs	77%	79%
TP03: Satisfaction with the time taken to complete repair	74%	74%
TP04: Satisfaction that the home is well maintained	72%	75%
TP05: Satisfaction that the home is safe	82%	83%
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	54%	64%
TP07: Satisfaction that the landlord keeps tenants informed	64%	67%
TP08: Agreement that the landlord treats tenants fairly and with respect	73%	74%
TP09: Satisfaction with the landlord's approach to handling complaints	29%	40%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	68%	67%
TP11: Landlord makes a positive contribution to neighborhood*	49%	55%
TP12: Satisfaction with the landlord's approach to handling ASB*	44%	58%

# South Cambridgeshire District Council 2024/25 compared to 2024 targets (Tenant Weighted data for TSMs)

	Target	2024/25
TP01: Overall satisfaction	78%	79%
TP02: Satisfaction with repairs	77%	79%
TP03: Satisfaction with the time taken to complete repair	74%	74%
TP04: Satisfaction that the home is well maintained	74%	75%
TP05: Satisfaction that the home is safe	82%	83%
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	57%	64%
TP07: Satisfaction that the landlord keeps tenants informed	66%	67%
TP08: Agreement that the landlord treats tenants fairly and with respect	75%	74%
TP09: Satisfaction with the landlord's approach to handling complaints	31%	40%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	70%	67%
TP11: Landlord makes a positive contribution to neighborhood*	52%	55%
TP12: Satisfaction with the landlord's approach to handling ASB*	47%	58%

# A Note on Benchmarking

- On the next slide, South Cambridgeshire District Council's results for the core TSM questions are compared to the Regulator of Social Housing's benchmarks released in November 2024.
- These benchmarks are based on results for large registered landlords with 1,000 or more homes. This is the first year that all registered landlords have been required to generate and publish TSMs.



## Tenant Satisfaction Measures 2023/24

Headline report

November 2024



OFFICIAL

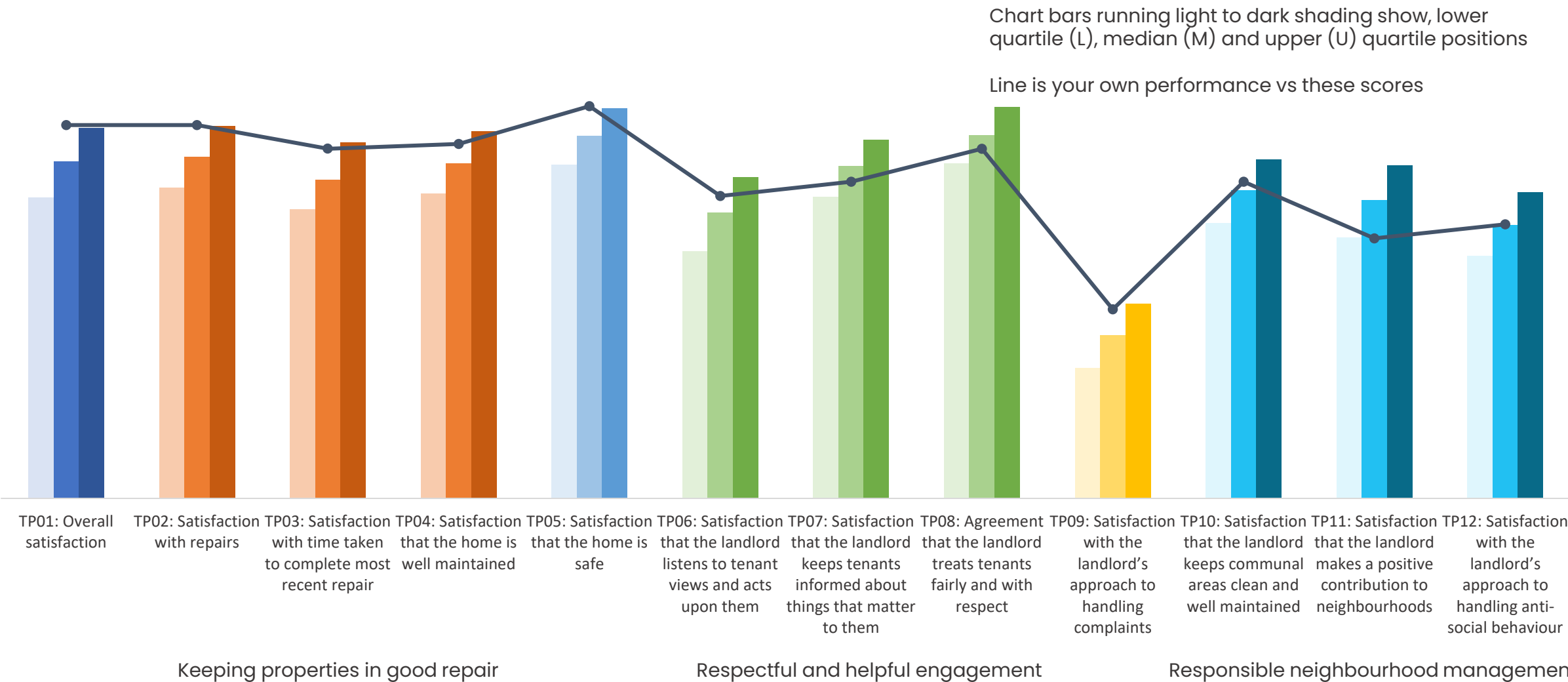
# TSM Housing Regulator Benchmarking (LCRA)

	SCDC 2024-25	Lower Quartile	Median Quartile	Upper Quartile
Overall Satisfaction				
TP01: Overall satisfaction	78.6%	63.7%	71.3%	78.4%
Keeping properties in good repair				
TP02: Satisfaction with repairs	79.4%	65.7%	72.3%	78.7%
TP03: Satisfaction with the time taken to complete repair	74.3%	61.1%	67.4%	75.3%
TP04: Satisfaction that the home is well maintained	74.7%	64.4%	70.8%	77.6%
Maintaining Building safety				
TP05: Satisfaction that the home is safe	82.8%	70.5%	76.7%	82.5%

# TSM Housing Regulator Benchmarking (LCRA)

	SCDC 2024-25	Lower Quartile	Median Quartile	Upper Quartile
Respectful and engagement				
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	63.5%	52.3%	60.4%	67.9%
TP07: Satisfaction that the landlord keeps tenants informed	67.2%	63.8%	70.3%	75.9%
TP08: Agreement that the landlord treats tenants fairly and with respect	74.3%	70.8%	76.8%	82.8%
Effective handling of complaints				
TP09: Satisfaction with the landlord's approach to handling complaints	39.8%	27.5%	34.5%	41.1%
Responsible neighbourhood management				
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	67.2%	58.2%	65.1%	71.7%
TP11: Landlord makes a positive contribution to neighborhood*	55.1%	55.1%	63.1%	70.4%
TP12: Satisfaction with the landlord's approach to handling ASB*	58.4%	51.3%	57.8%	64.8%

# South Cambridgeshire District Council 2024/25 scores are often in line with or above the median figure in the Housing regulator benchmark data



# Conclusions and Recommendations

- When margin of error is considered ( $\pm 3\%$ ), the tenant perception measures have remained largely stable since 2023-24. There have been no notable falls in satisfaction over the last year, which shows the Council is doing well to maintain levels of service and tenant satisfaction.
- There have been a number of statistically significant uplifts since last year: satisfaction that SCDC listens and acts on tenant views (+10%), the way that the Council handles complaints (+11%), and most notably satisfaction with the way the Council handles ASB (+14%). Given these were areas of lower satisfaction in 2023-24, this is a move in a positive direction.
- Though an area of lower satisfaction, the dissatisfaction with the way complaints are handled sits above the regulator's median benchmark and is driven by tenants who felt that their complaint was not resolved in a satisfactory way. Though not unexpected, this could indicate an area for further exploration, to understand if there is an underlying reason why this is the case.
- Satisfaction that the Council makes a positive contribution to the neighbourhood is also an area of lower satisfaction, though this is driven largely by more than a third (35%) saying they are neither satisfied nor dissatisfied with the contribution the Council makes, rather than actively dissatisfied. This could be a result of ambivalence or a lack of visibility of the Council and what you are doing in neighbourhoods.

# Next Steps

- Though it has seen significant uplift since last year, TP09 – Satisfaction with the way in which the Council handles complaints should continue to be an area of focus, as it is the area of lower satisfaction. It may be that there is an underlying cause of people feeling their complaint has not been satisfactorily resolved, for example it may be that residents have expectations as to what can be done that are not being met.
- The contribution the Council makes to local neighbourhoods also presents an opportunity for improvement, verbatims suggest that improved grounds maintenance and road / pavement upkeep could contribute to this. It may also be necessary to communicate what SCDC is responsible for and / or working on to improve visibility.
- ASB handling has also seen improvements in 2024-25, though being another area of lower satisfaction, also presents an opportunity for the Council to improve overall satisfaction with the service provided.



# Core TSM Results



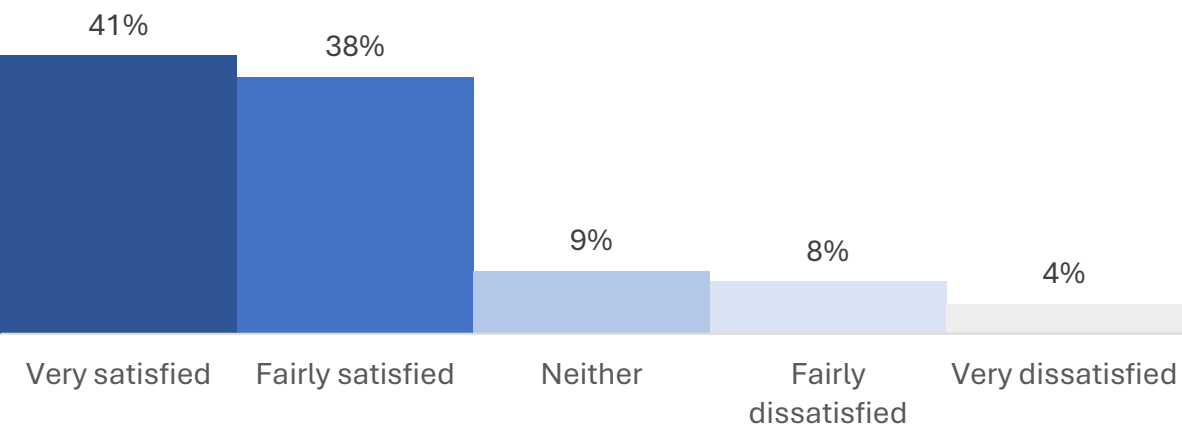
# Overall perceptions



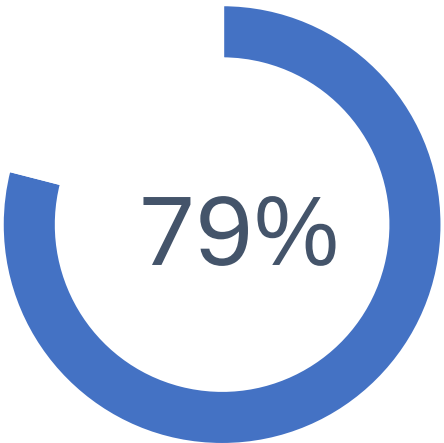
# TP01: Overall Satisfaction

Just over three quarters of tenants (79%) are satisfied overall with the services provided by South Cambridge District Council. Compared with 2023-24, this represents a stable level of satisfaction (78% in 2023-24). Approximately one in eight (12%) of tenants expressed dissatisfaction, with 4% very dissatisfied.

Taking everything into account, how satisfied or dissatisfied are you with the overall services provided



Tenant sample base: 1178



Regulator of  
Social Housing

Benchmarks

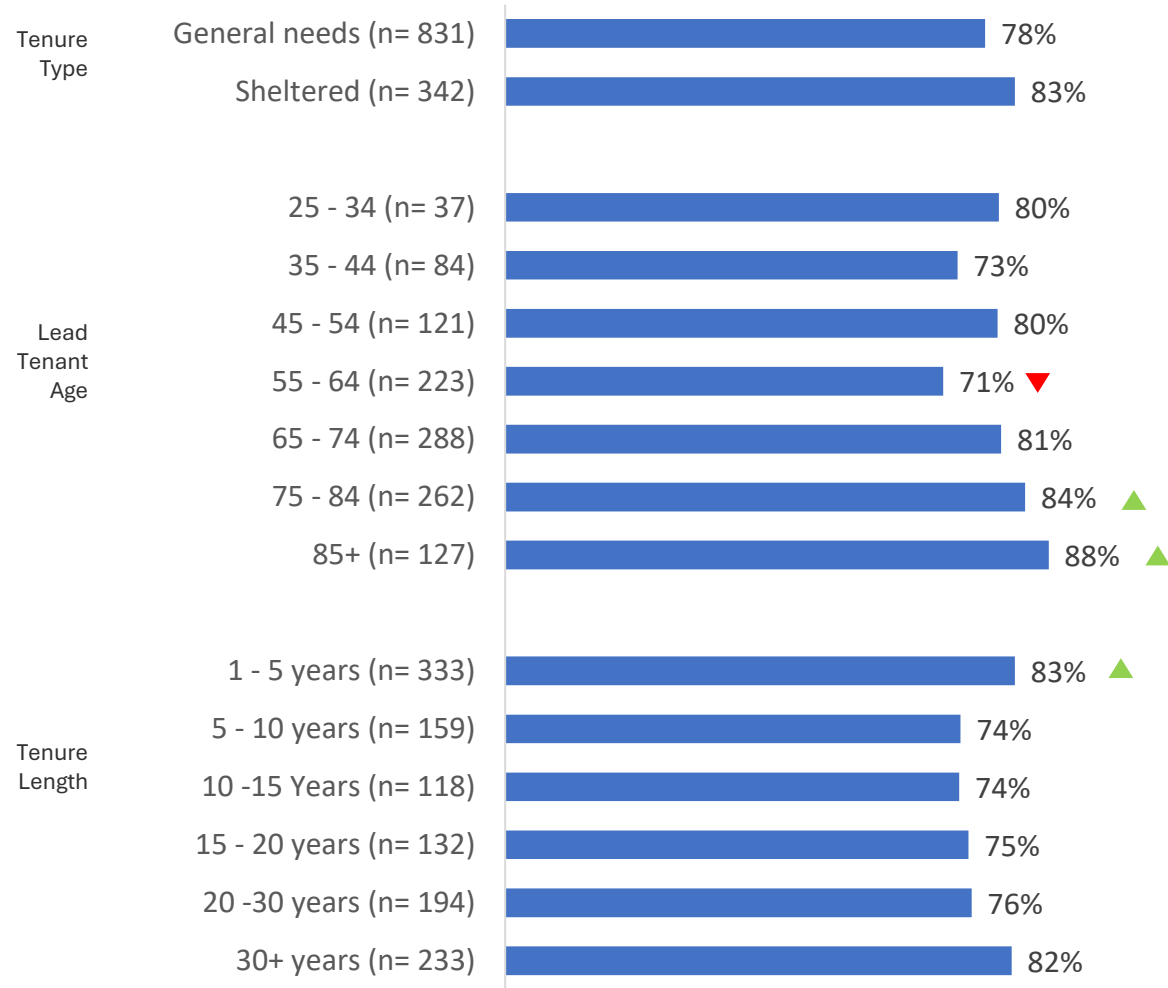
Lower quartile: 63.7%  
Median: 71.3%  
Upper quartile: 78.4%



In 2023 -24, 78% of tenants were satisfied with overall service provided by SCDC, after a slight fall from the previous year. This year, scores have remained stable, in the face of broader sector declines.

2023-4  
Comparison

# TP01 - Overall satisfaction – Sub-group Analysis



- By age, **older tenants** tend to be more satisfied with the overall service provided by South Cambridgeshire District Council (SCDC), with residents aged 75 – 84 significantly more satisfied (84%) along with those aged 85+ (88%). Residents aged 55 – 64 are significantly less likely to be satisfied with SCDC however; though levels of satisfaction are still relatively high (71%).
- Sheltered tenants** are more satisfied with the service they receive than general needs tenants, this is a common variation in studies of this type.
- As is often the case, **tenants with shorter tenancies** (less than a year) are significantly more satisfied (83%), with a dip in satisfaction amongst tenants who have been tenants for between 10 and 15 years.



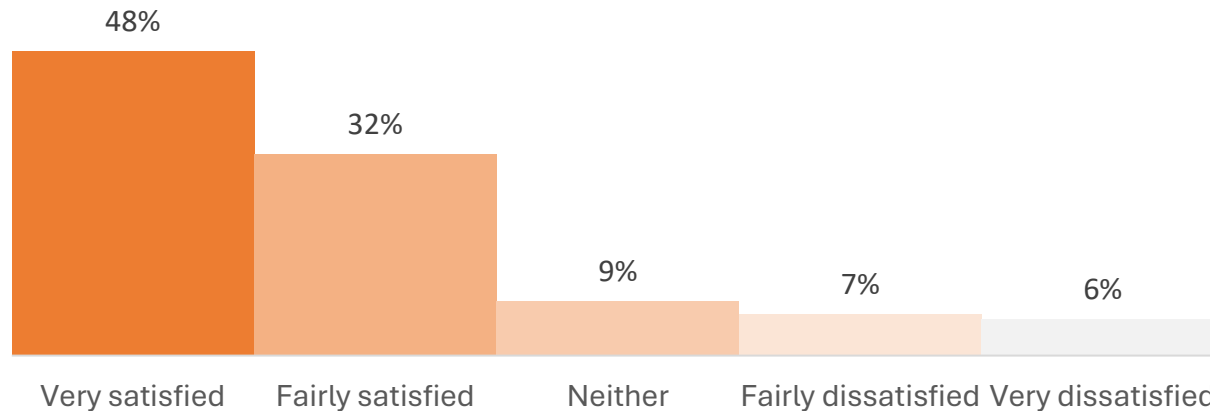
# Keeping properties in good repair



## TP02: Satisfaction with repairs

67% of Housing Service tenants indicated they had had a repair in the last 12 months. The quality of this service is likely to be impact satisfaction measures. Of those who had repairs, 79% reported being either fairly or very satisfied, remaining stable with last year's survey. This year's score is above the upper quartile of the benchmark data, suggesting the Housing Service is performing within the top quarter of housing providers.

Overall repairs service from the Council over the last 12 months



Regulator of  
Social Housing

Benchmarks

Lower quartile: 65.7%  
Median: 72.3%  
Upper quartile: 78.7%

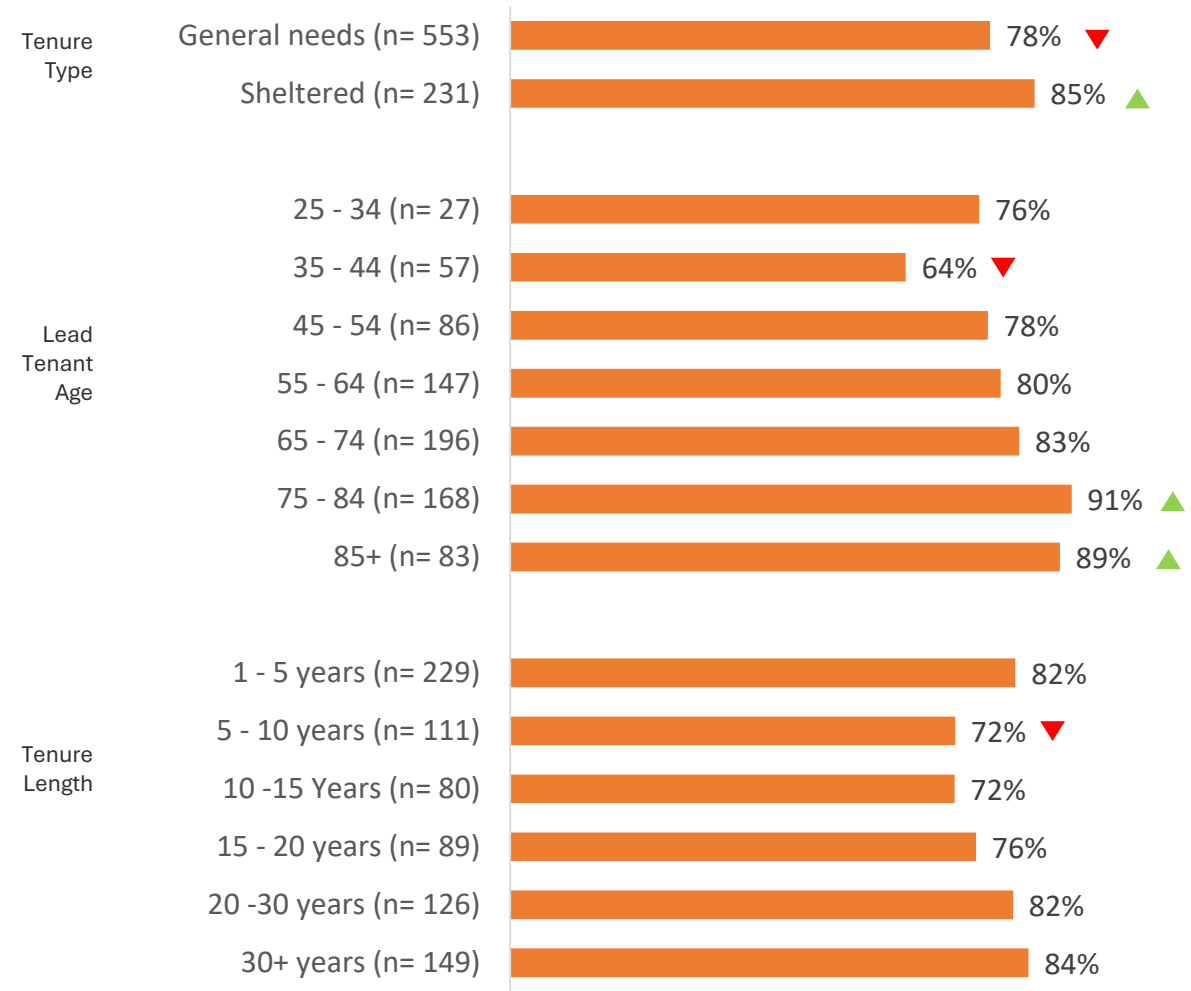
The overall satisfaction with the repairs carried out by SCD C has remained stable compared with 2023-24 (77%). Compared to last year the perception of the repairs service provided is slightly above the upper quartile of the regulator's benchmark, whereas last year the score was 3% below the upper quartile. This shows strong performance compared to the wider sector.

Sample base: 786



2023-4  
Comparison

# TP02: Satisfaction with repairs – Sub-group analysis



- Looking at the subgroups within the tenant cohort, there are some significant differences to highlight. Again, we see increased levels of satisfaction amongst older residents, with significantly higher satisfaction with the overall repairs service amongst **75 – 84-year-olds** and **85+** year olds (91% and 89% respectively) .
- Following this, residents aged **35 – 44** are significantly less likely to be satisfied with the repairs service provided by South Cambridgeshire District Council.
- Perhaps reflective of older residents expressing higher levels of satisfaction, tenants with a **tenure length of 30+** are more likely to be satisfied than residents with shorter tenures.



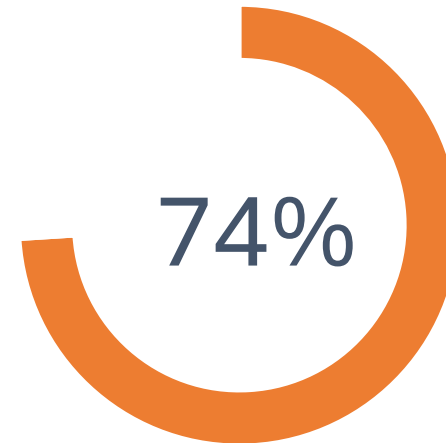
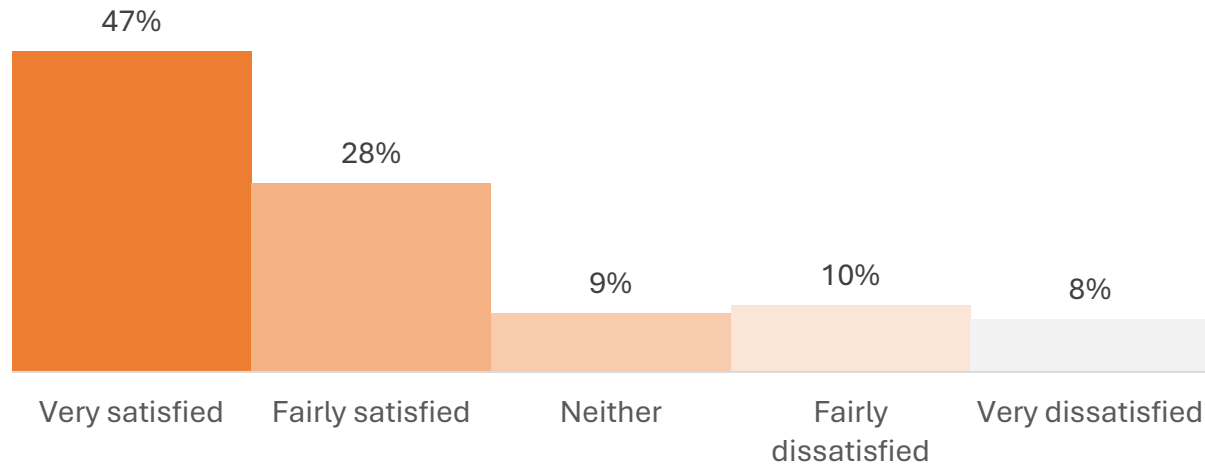
Significant difference to the overall tenant score is highlighted by the following symbols (▲/ ▼ ). Sample base in chart



# TP03: Satisfaction with the time taken to complete the repair

Among those who had a repair in the last 12 months, three quarters were satisfied with the time taken to complete the most recent repair (74%), This is close to the upper quartile of the benchmark for this measure, showing strong performance in this area which has been maintained over the past year.

Satisfaction with time taken to complete the most recent repair after reporting it



Regulator of  
Social Housing

## Benchmarks

Lower quartile: 61.1%  
Median: 67.4%  
Upper quartile: 75.3%

Sample base: 784

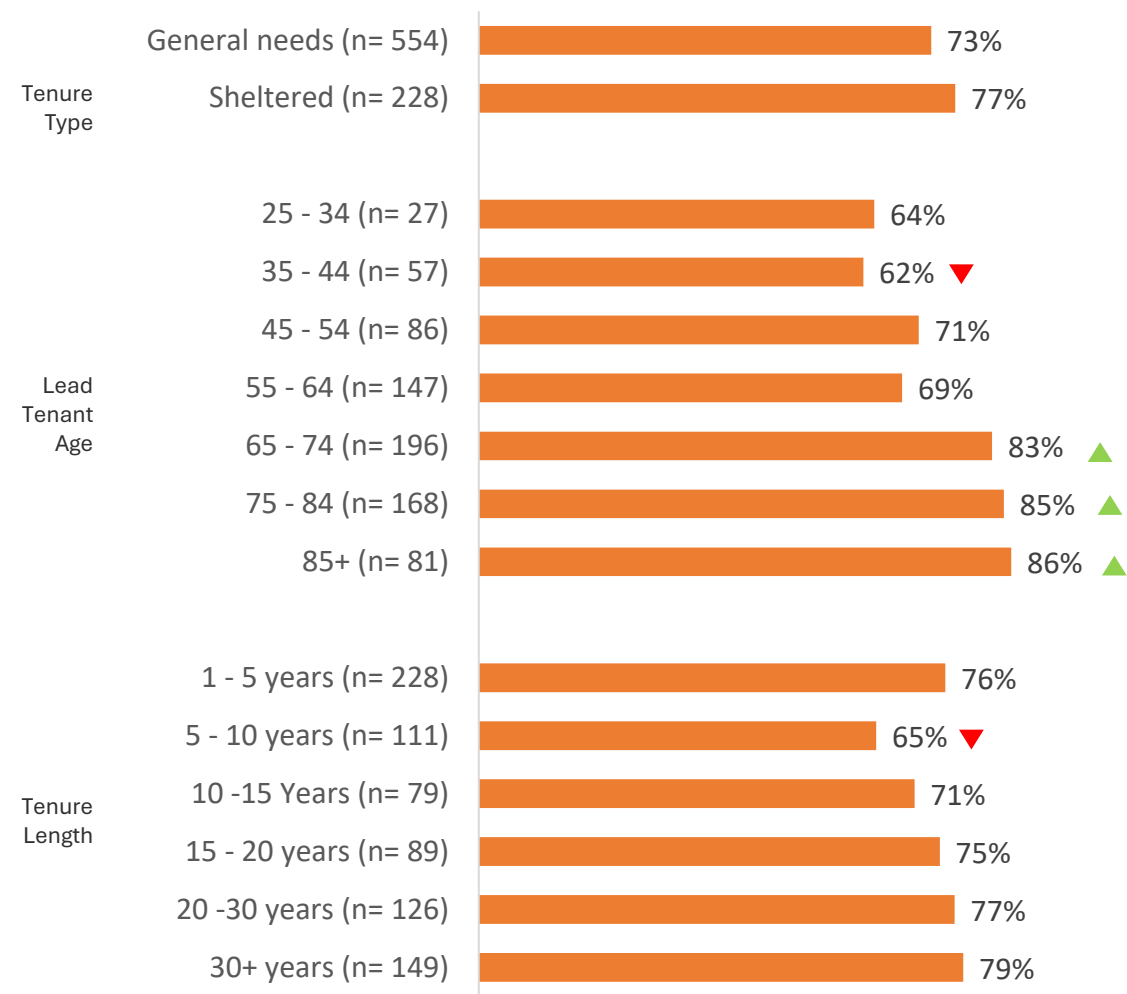


In 2023 -24, 74% of tenants were satisfied with the time taken to complete repairs to their home – showing that levels of satisfaction with the repairs service have stayed largely consistent.

2023-4  
Comparison



# TP03: Satisfaction with the time taken to complete the repair – Sub-group analysis



- Satisfaction with the time taken to complete a repair once reported also shows some variation between cohorts.
- Again, satisfaction with the responsiveness of repairs increases with lead tenant age, most significantly at the ages of **65 – 74** (83% satisfied). , **75 – 84** (85% satisfied) and **85+** (86% satisfied). Conversely, tenants aged between 35 – 44 are significantly less likely to express satisfaction with SCDC’s responsiveness to their repair.
- Tenants with a tenure of between 5-10 years are significantly less likely to express satisfaction (65%), reflecting the trend of overall repairs satisfaction.

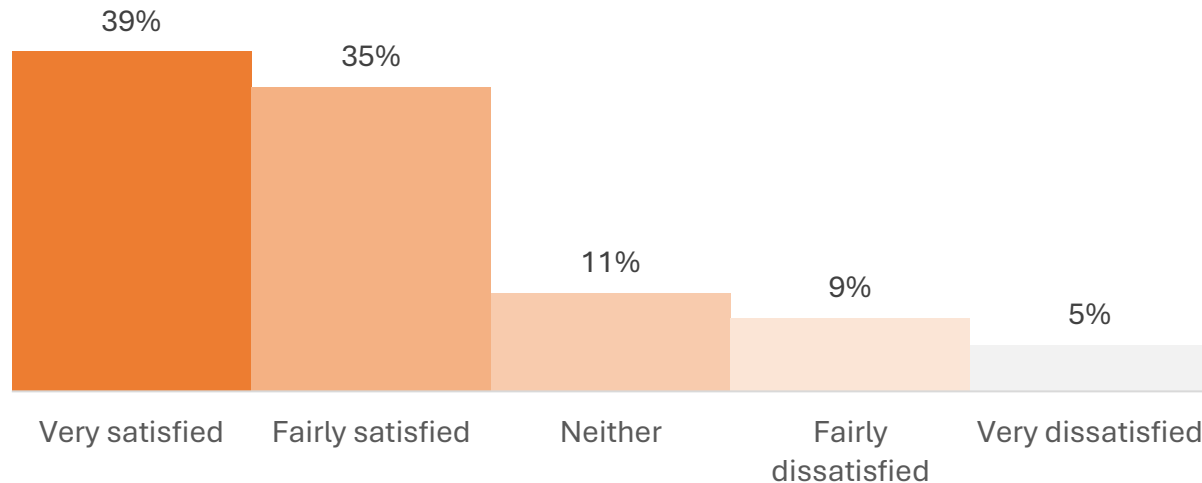
Significant difference to the overall tenant score is highlighted by the following symbols (▲/ ▼ ). Sample base in chart



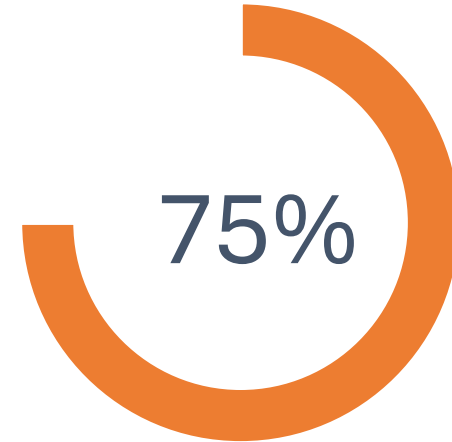
## TP04: Satisfaction that the home is well maintained

75% of tenants are satisfied that South Cambridgeshire District Council provides them with a home that is well maintained, with almost two-fifths very satisfied (39%). This is above the median of the benchmark for satisfaction with this measure. Those who are satisfied overall are significantly more likely to say their home is well maintained than those who are not satisfied overall (88% cf. 23%), illustrating a connection between the two.

Satisfaction with the home being well maintained



Tenant sample base: 1175



Regulator of  
Social Housing

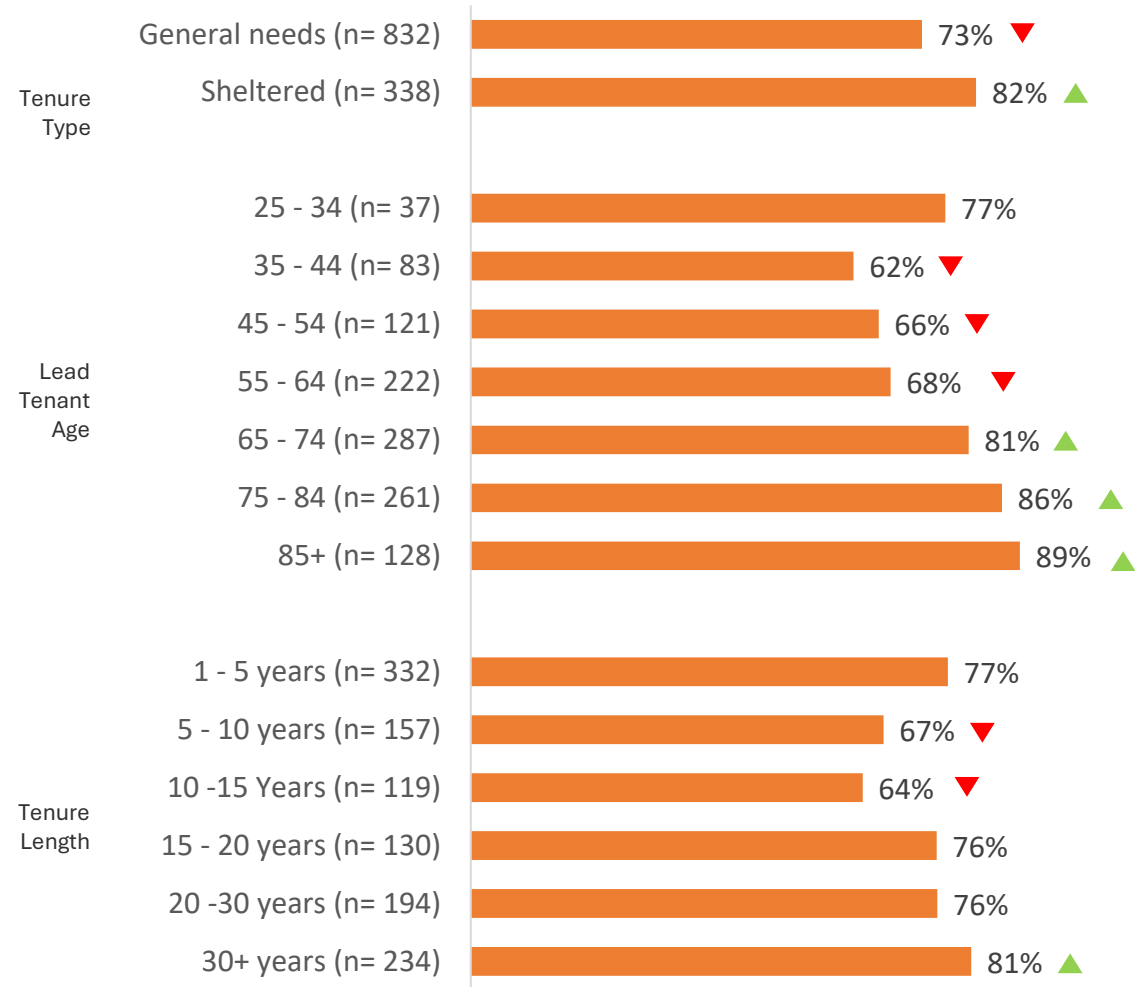
### Benchmarks

Lower quartile: 64.4%  
Median: 70.8%  
Upper quartile: 77.6%

In 2023 -24, 72% of tenants were satisfied with the home being well-maintained– showing a slight increase in satisfaction this year.

# TP04: Satisfaction that the home is well maintained

## – Sub-group analysis



- Residents feedback is mixed when we look at the satisfaction with the standard of the home sub-group analysis. As is often the trend **sheltered tenants** are significantly more satisfied than general needs tenants and the overall sample.
- Again, satisfaction that their home is well maintained varies by lead tenant age, with tenants aged **35-44** significantly less likely to express satisfaction (62%), though this has seen a slight uplift from 59% in 2023-24. **Older tenants** are again more likely to express satisfaction.
- Tenants who have a tenure length between **10 to 15 years** are significantly less likely to be satisfied that their home is well maintained (64% cf. 75%). Given these residents are also amongst the least likely to be satisfied with the service SCDC provides, addressing maintenance concerns may help boost overall satisfaction.

Significant difference to the overall tenant score is highlighted by the following symbols (▲/▼). Sample base in chart

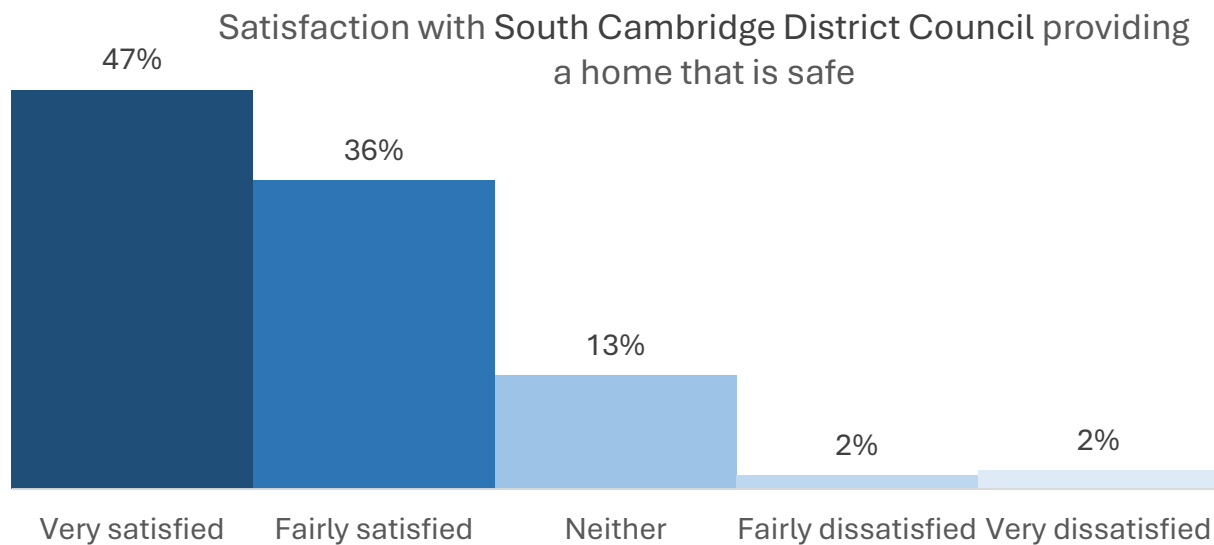


# Maintaining building safety

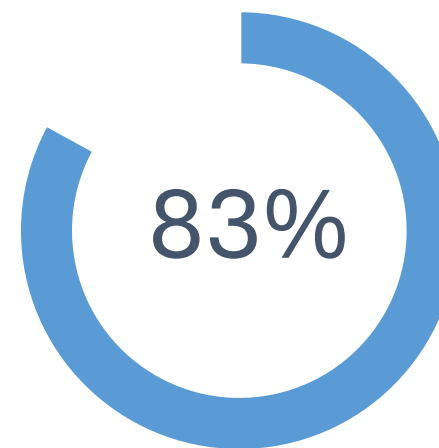


## TP05: Satisfaction that the home is safe

Just over four in five (83%) of tenants are satisfied that South Cambridge District Council provides them with a home that is safe, with 47% very satisfied. Less than one in ten respondents' express dissatisfaction (4%), with just 2% very dissatisfied.



Tenant sample base: 1177\*



Regulator of  
Social Housing

Benchmarks

Lower quartile: 70.5%  
Median: 76.7%  
Upper quartile: 82.5%

Dissatisfaction in 2024-25 has dropped from 9% to 4% overall, whilst satisfaction has remained relatively stable.

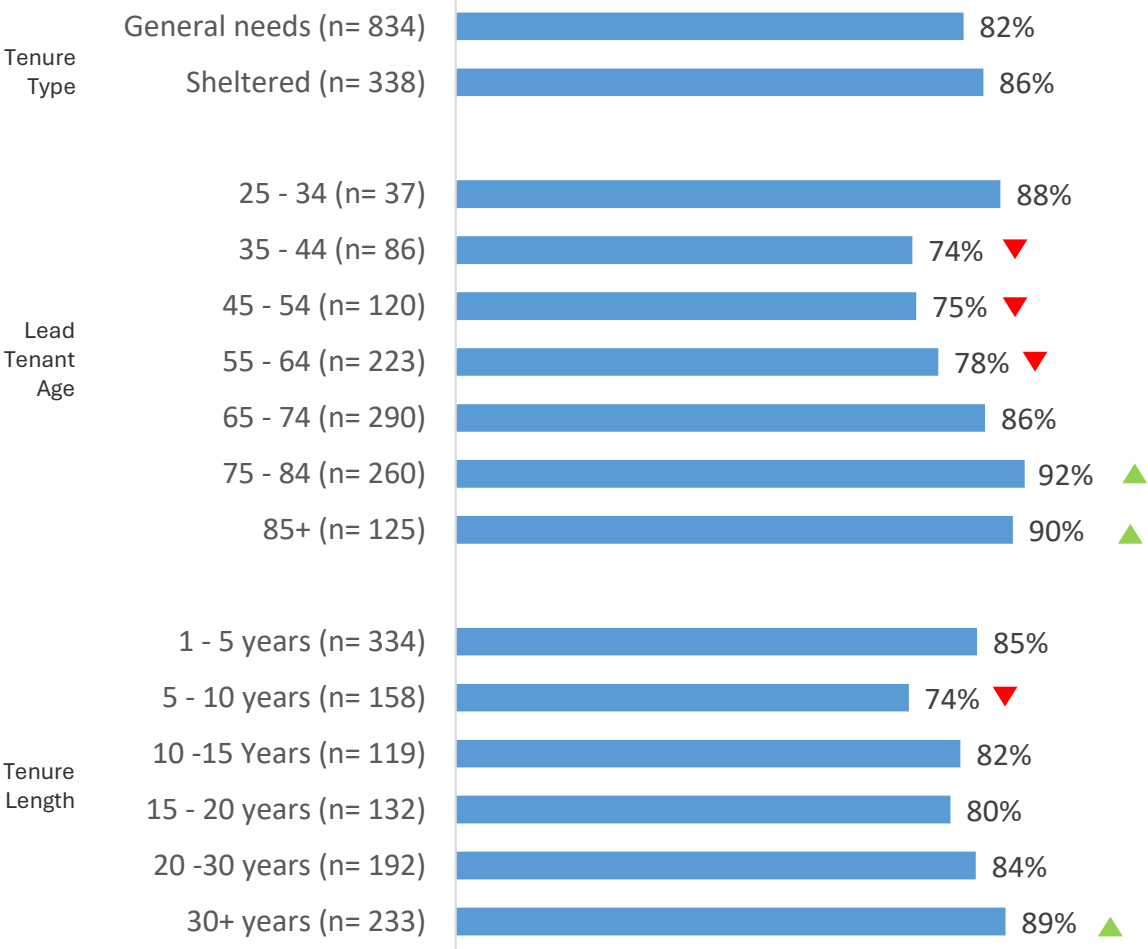
2023-4  
Comparison



m.e.l  
research

\*Don't know excluded from analysis

# TP05: Satisfaction that the home is safe – Sub-group analysis



- Reflecting the broader trend, residents aged between **35 and 44** tend to be significantly less satisfied that their homes are safe (74%), with residents with a tenure length of **5-10 years** being significantly less likely again to be satisfied with the safety of their home, suggesting that these two cohorts may need further engagement to understand the causes underlying their tendency towards lower satisfaction.
- Again, **older residents** are significantly more likely to feel their home is safe, with more than 9 in 10 residents aged 75 – 84 and 85+ feeling their home is safe (92% and 90% respectively).



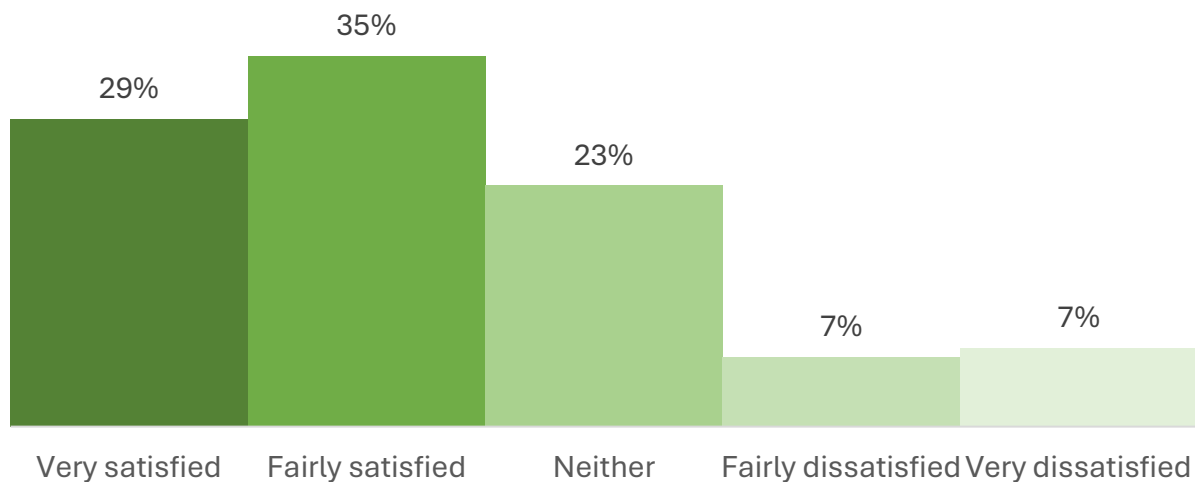
# **Respectful and helpful engagement**



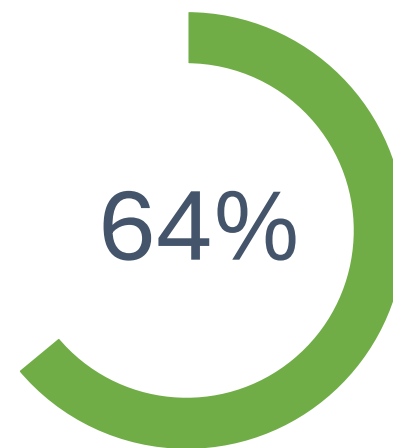
# TP06: Satisfaction that the Council listen to views and acts upon them

Almost two-thirds (64%) of tenants express satisfaction that their views are listened to and acted upon, with 29% very satisfied. In 2022, 54% tenants were satisfied with this measure. Dissatisfaction this year has dropped to 14%. Compared to the benchmark, this year's scores are above the median quartile, suggesting other housing providers have not seen similar improvements.

Listening to views and acting upon them



Tenant sample base: 1092\*



Regulator of  
Social Housing

## Benchmarks

Lower quartile: 52.3%  
Median: 60.4%  
Upper quartile: 67.9%



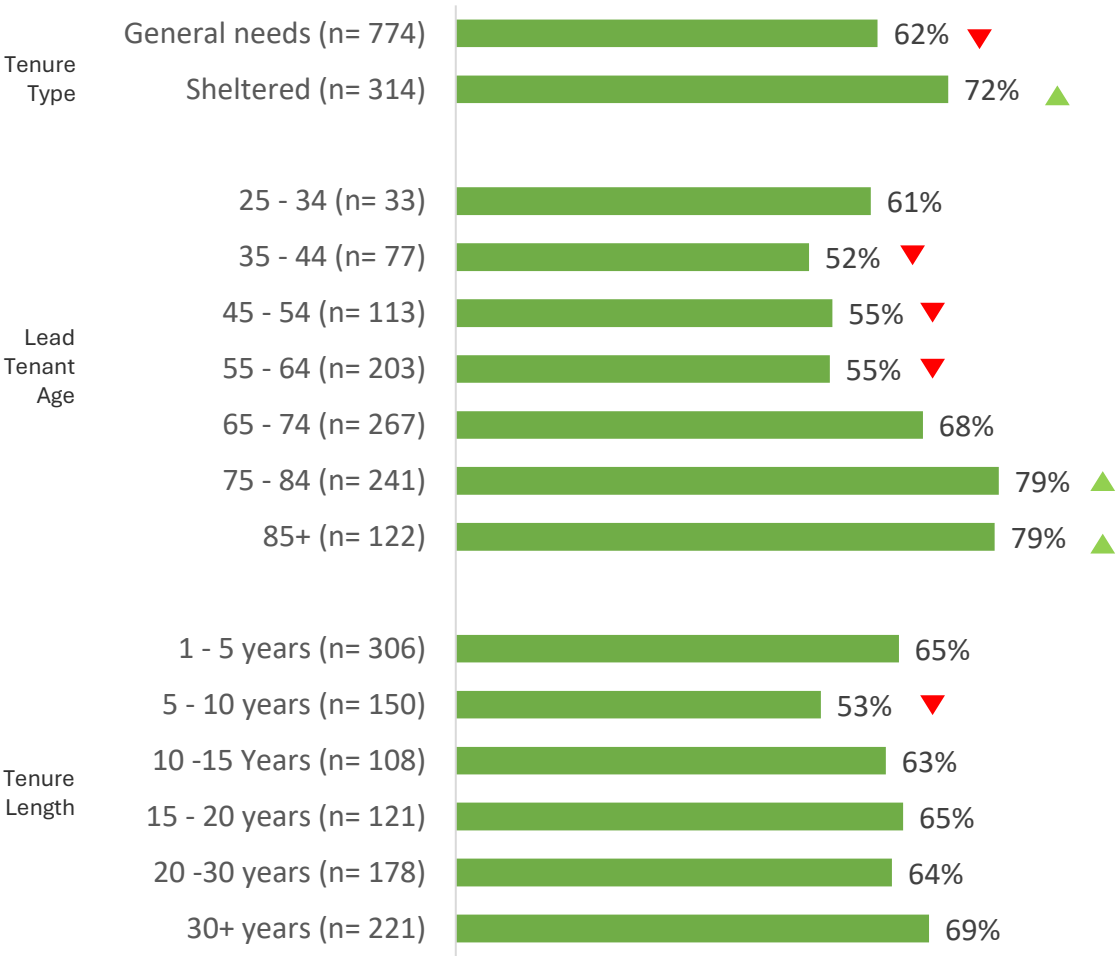
There has been a 10% uplift since 2023-24, which represents a statistically significant uplift over the past year, suggesting the efforts to engage more with tenants have been successful.

\* Don't know excluded from analysis

2023-4  
Comparison



# TP06: Satisfaction that the Council listen to views and act upon them – subgroup analysis

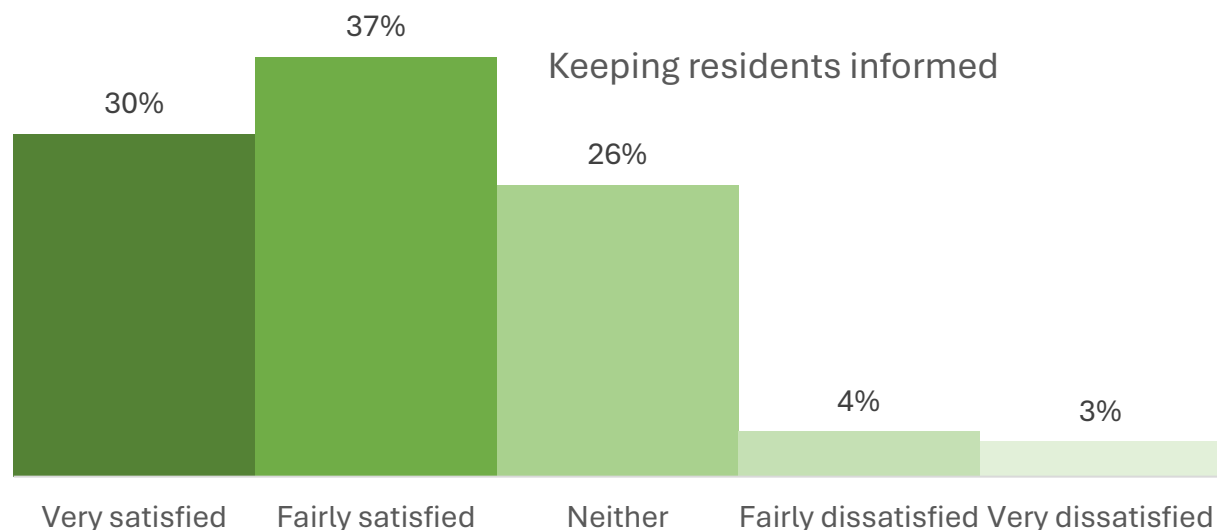


- Satisfaction that the Council listens to tenant views and acts upon them is higher among **residents aged 35–44-year-olds**. However, all age groups have experienced uplifts in satisfaction this year.
- Again, we see tenants in sheltered properties are significantly more likely to be satisfied than those classed as general needs tenants.



# TP07: Satisfaction with keeping residents informed

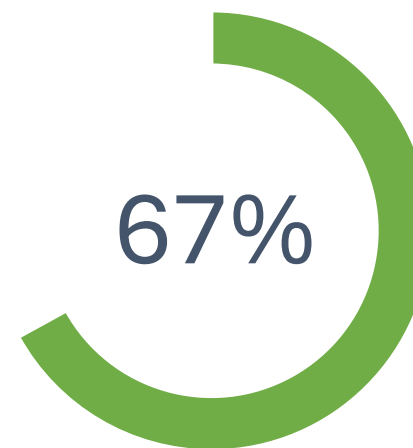
More than two-thirds (67%) of tenants express satisfaction that they are kept informed about things that may impact them as a tenant, with 30% very satisfied. 7% expressed dissatisfaction with levels of information provided, again showing improvement compared to 2023-24.



Tenant sample base: 1143\*



\* Don't know excluded from analysis



Regulator of  
Social Housing

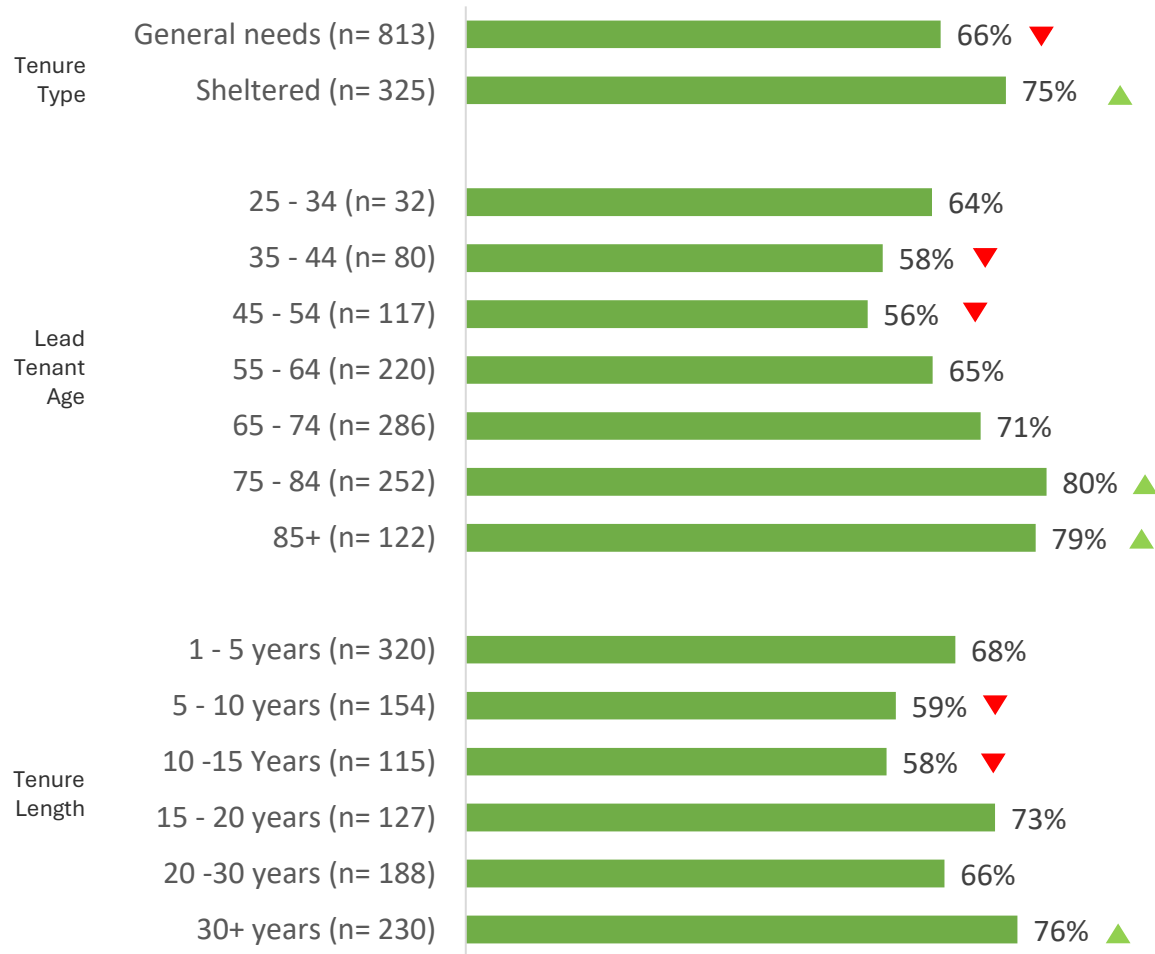
## Benchmarks

Lower quartile: 63.8%  
Median: 70.3%  
Upper quartile: 75.9%

Satisfaction has stayed relatively stable compared with 2023-24 (64% in 2023/24) whilst dissatisfaction has decreased slightly.

2023-4  
Comparison

# TP07: Satisfaction with keeping residents informed – subgroup analysis



- As expected, sheltered tenants continue to express higher levels of satisfaction than general needs tenants.
- Again, satisfaction that they are kept informed by the Council's housing service increases with age, with **older residents** significantly more likely to say they are satisfied with the level of information they receive.
- Following earlier trends, residents who have been tenants between **10 and 15 years** are the least likely to express satisfaction with the information they receive, significantly so in this case.

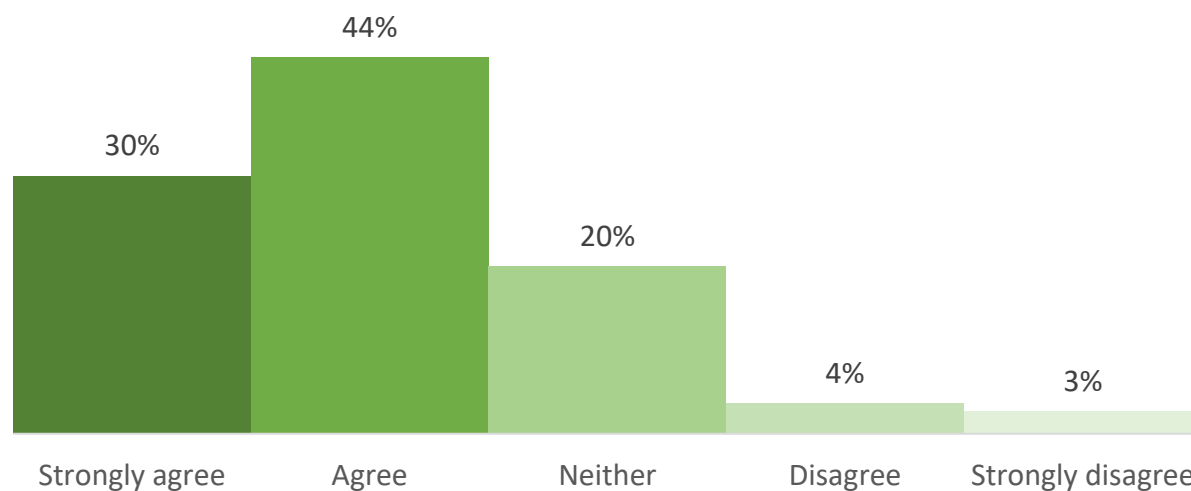
Significant difference to the overall tenant score is highlighted by the following symbols (▲/▼). Sample base in chart



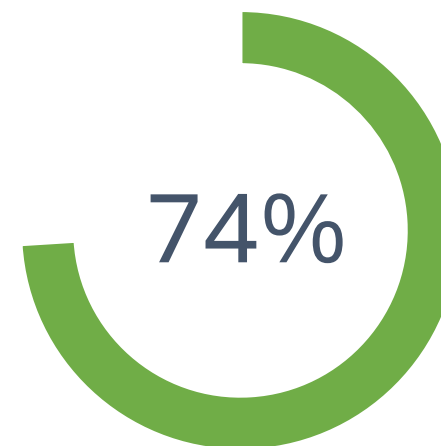
# TP08: Agreement that tenants are treated fairly and with respect

Three quarters (74%) of tenants agree that they are treated fairly and with respect by their landlord, with a quarter of tenants (30%) very satisfied and 44% feeling satisfied. Only 6% express dissatisfaction with this measure, with 20% neither agreeing nor disagreeing. Satisfaction with this metric is slightly above the lower quartile of the benchmark.

Being treated fairly and with respect



Tenant sample base: 1151\*



Regulator of  
Social Housing

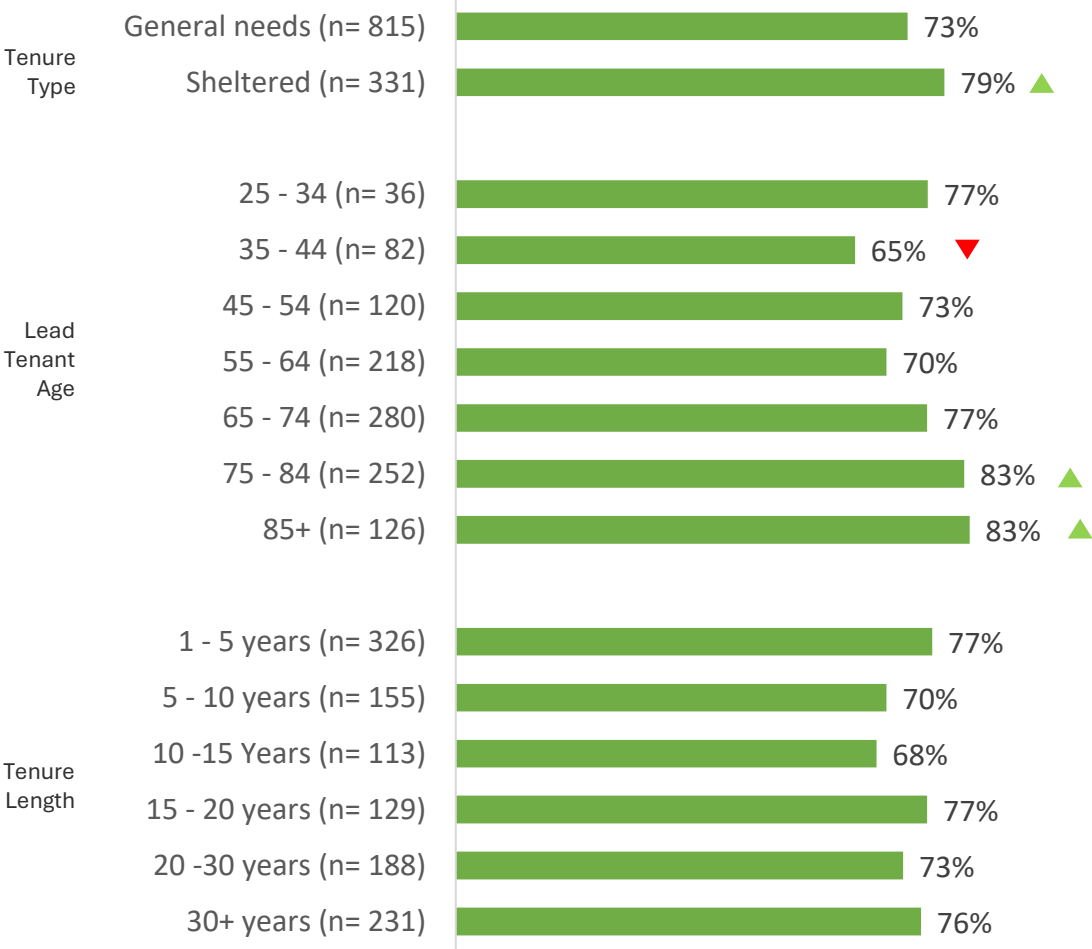
## Benchmarks

Lower quartile: 70.8%  
Median: 76.8%  
Upper quartile: 82.8%

There has been no change in agreement that residents are treated fairly and with respect in 2024-25.

2023-4  
Comparison

# TP08: Agreement that tenants are treated fairly and with respect– subgroup analysis



- Sheltered tenants continue to express higher levels of satisfaction than general needs tenants, being more likely to agree they are treated fairly and with respect.
- Residents aged **35 -44**, are significantly less likely to agree this is the case (65%). This age of tenant are also significantly less likely to be satisfied that their home is safe or well maintained, it could be that these responses are related with residents feeling they are not treated fairly with relation to their home.

Significant difference to the overall tenant score is highlighted by the following symbols (▲/ ▼ ). Sample base in chart



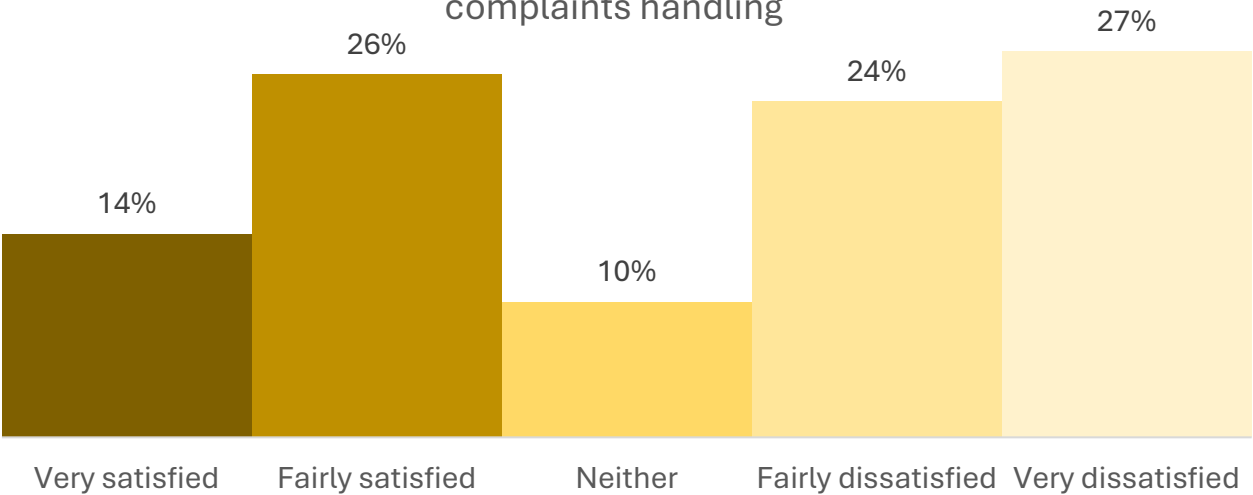
# Effective handling of complaints



# TP09: Satisfaction with the Council’s complaints handling

A sixth (15%) of tenants said that they have made a complaint in the last 12 months. Of these, two-fifths report feeling satisfied with the way in which their complaint was handled (40%), with 51% expressing some level of dissatisfaction. This is a statistically significant uplift compared to 2023-24 when satisfaction sat at 29%, this year satisfaction with complaints handling is also towards the upper-end of the benchmark, showing relatively strong performance compared to the sector.

Satisfaction with South Cambridgeshire's approach to complaints handling



Regulator of  
Social Housing

Benchmarks

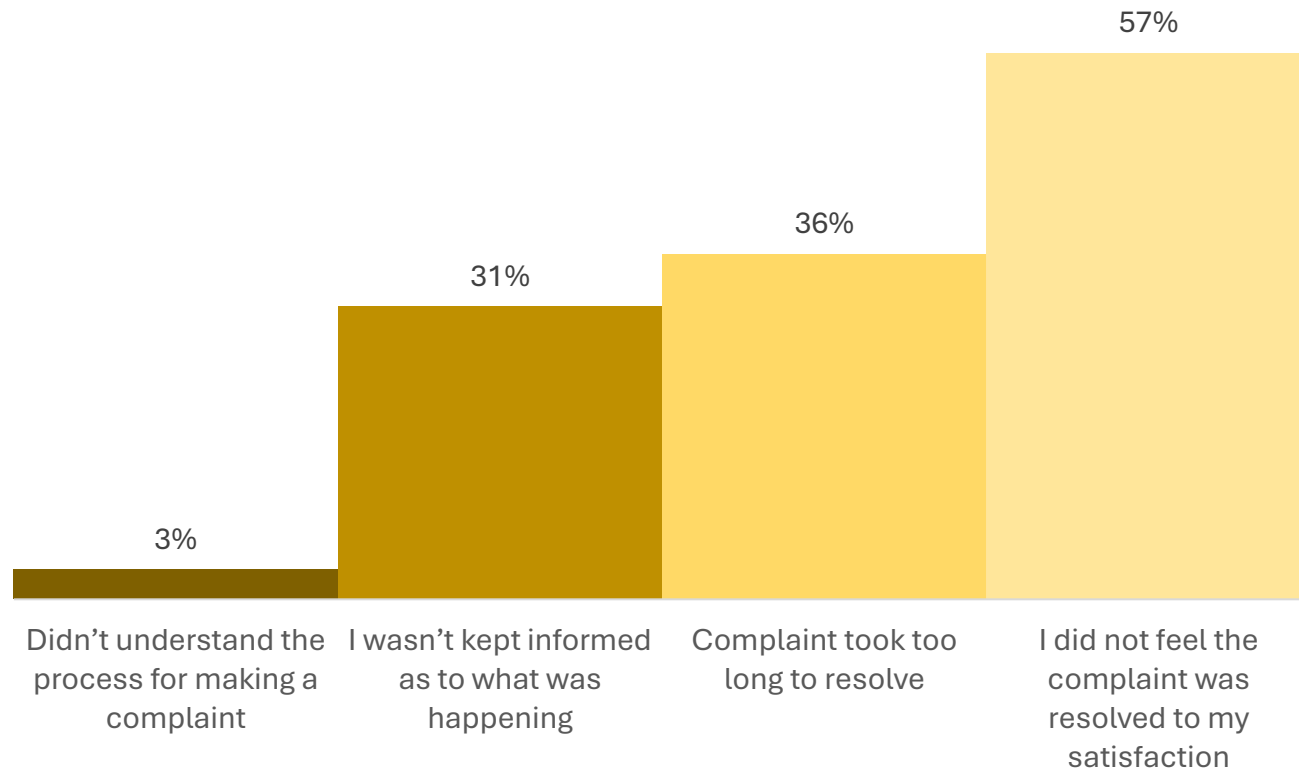
Lower quartile: 27.5%  
Median: 34.5%  
Upper quartile: 41.1%

Tenant sample base: 177



# Drivers of satisfaction with the Council's complaints handling

Drivers of satisfaction with South Cambridgeshire's approach to complaints handling



The majority who were dissatisfied with the Council's approach to complaints handling attributed this to a sense that their complaint was not resolved to their satisfaction – suggest they may be dissatisfied as they did not get the outcome they had hoped for.



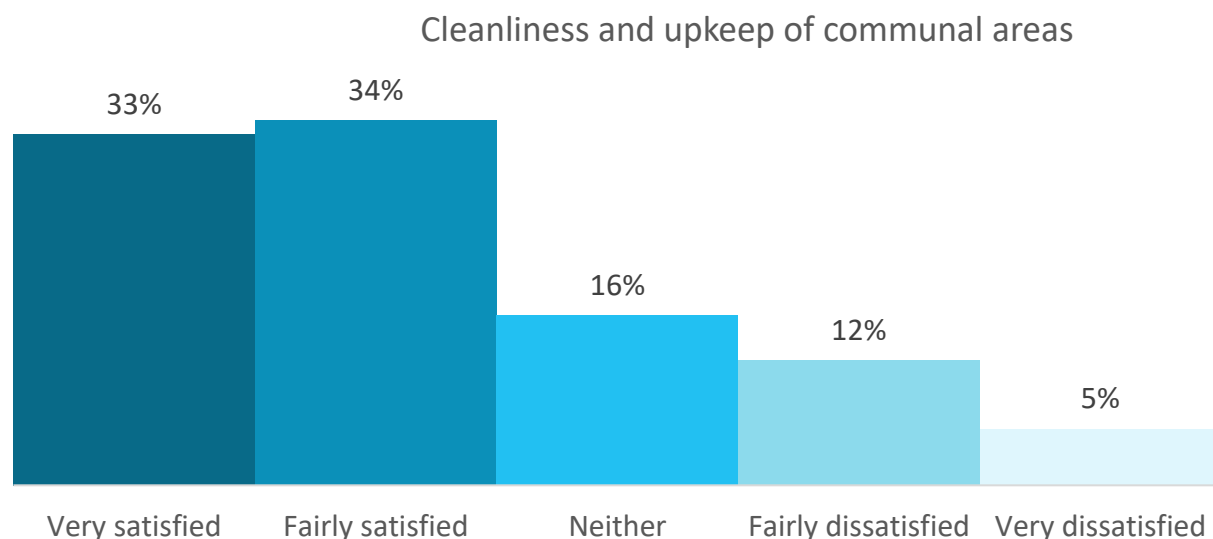


# Responsible neighbourhood management

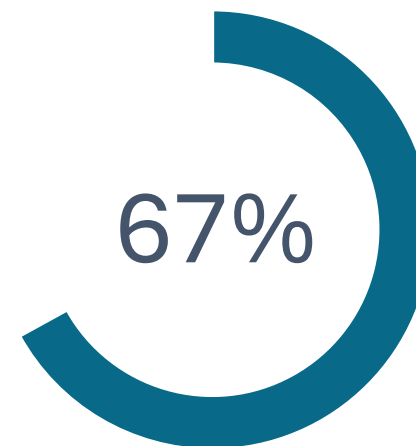


# TP10: Satisfaction with maintenance and upkeep of communal areas.

30% of tenants said that they live in a property with communal areas that SCDC is responsible for maintaining. Of those, more than two thirds (67%) expressed satisfaction that the communal areas are clean and well maintained, with 33% very satisfied. This is above the median benchmark. In 2023-24, 68% of sheltered and general needs tenants reported being satisfied with this measure, a comparable result.



Tenant sample base: 401



Regulator of  
Social Housing

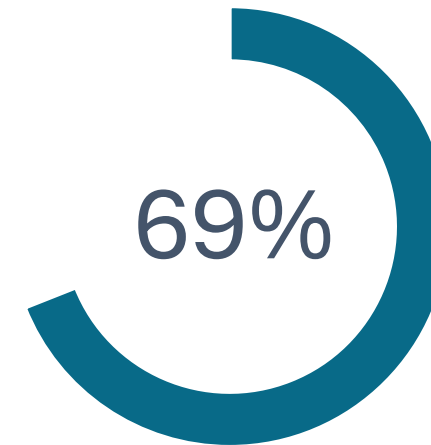
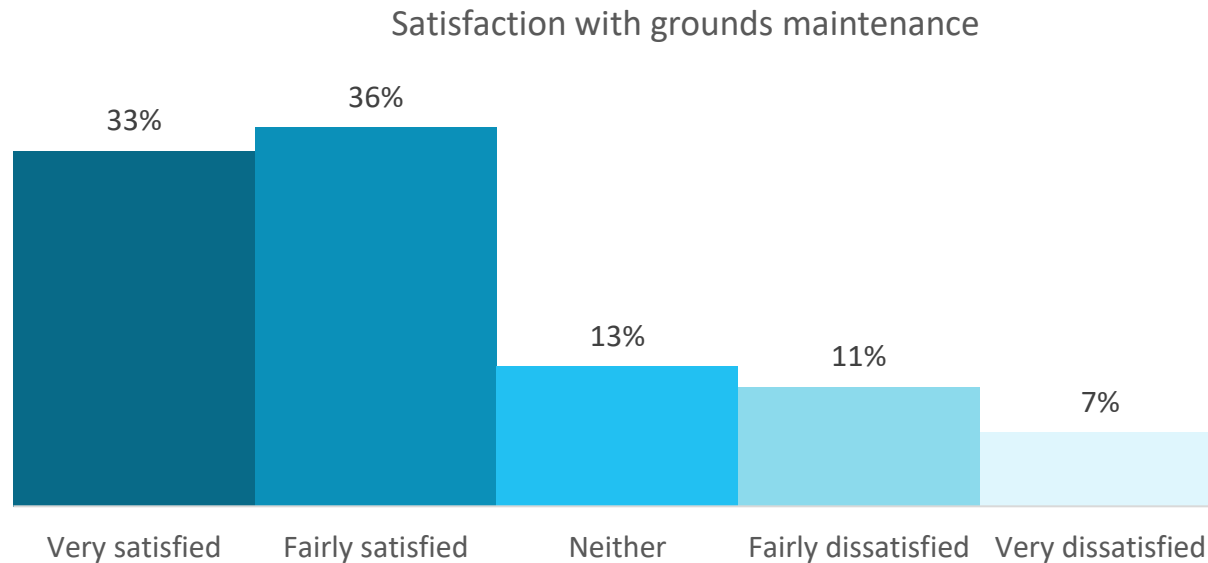
## Benchmarks

Lower quartile: 58.2%  
Median: 65.1%  
Upper quartile: 71.7%



# Satisfaction with the grounds maintenance, such as grass cutting, in shared areas associated with their estate

Two-thirds of tenants (69%) were satisfied with grounds maintenance in shared areas, an increase from 67% in 2023-24.



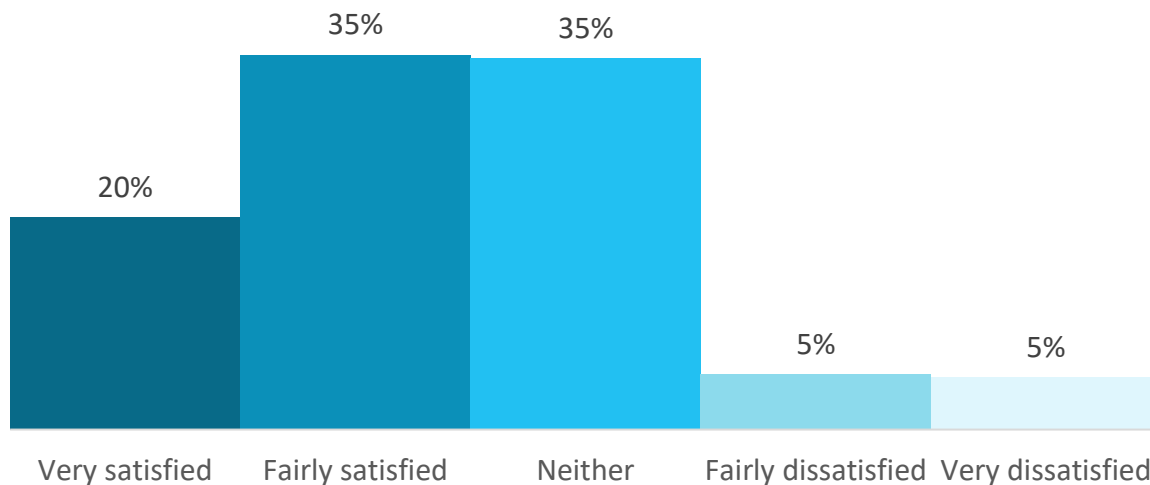
Tenant sample base: 402\*



## TP11: Satisfaction with SCDC making a positive contribution to the neighbourhood

More than half of SCDC tenants (55%) say that they are satisfied that the Council makes a positive contribution to their neighbourhood, sitting in line with the lower quartile set out in the benchmark. Only 10% are dissatisfied that the Council is making a positive contribution to the neighbourhood they live in, with more than a third of tenants holding a neutral opinion (35%), suggesting that they do not feel the Council is particularly present in their neighbourhood, also suggesting the lower level of satisfaction is not driven by active dissatisfaction.

Positive contribution to the neighbourhood



Tenant sample base: 1049\*

55%



Regulator of  
Social Housing

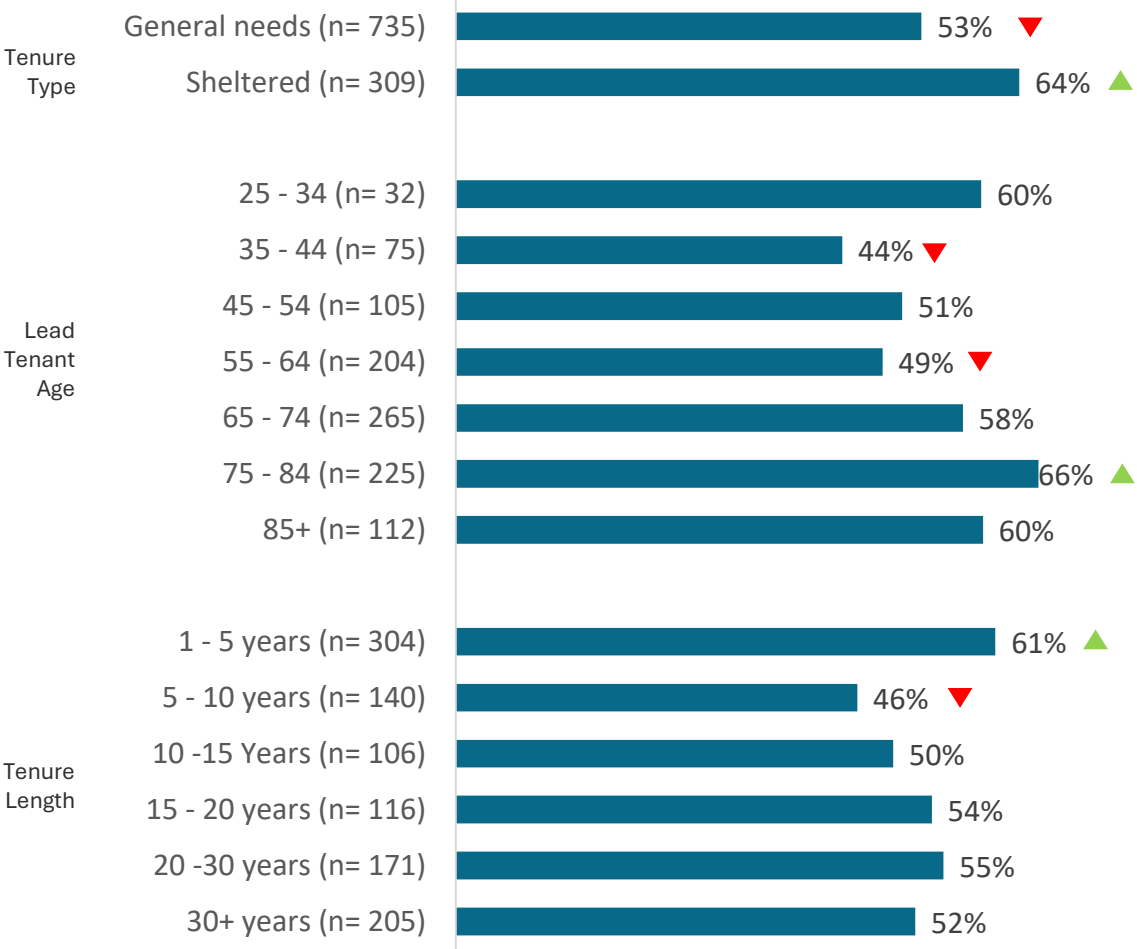
### Benchmarks

Lower quartile: 55.1%  
Median: 63.1%  
Upper quartile: 70.4%

In 2023-24, 49% expressed satisfaction with the contribution SCDC makes to their neighbourhood, an uplift of 6% this year.

2023-4  
Comparison

# TP11: Satisfaction with SCDC making a positive contribution to the neighbourhood



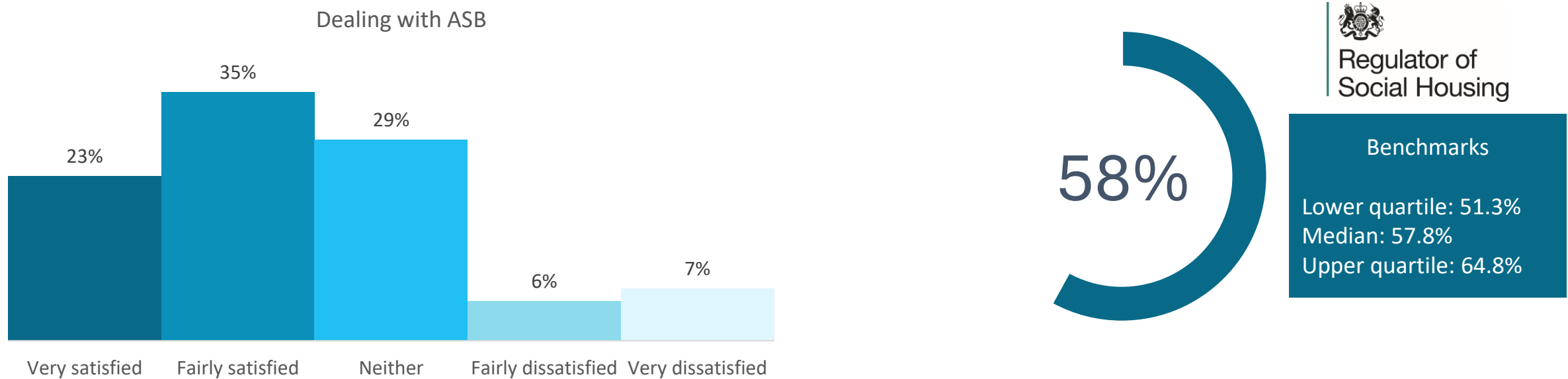
- Satisfaction that South Cambridgeshire District Council makes a positive contribution to the neighbourhood, follows the broader trend of sheltered tenants being more satisfied than general needs tenants.
- Tenants aged between **35 – 44** are significantly less likely to express satisfaction that South Cambridgeshire District Council makes a positive contribution to their neighbourhood. This age cohort are also significantly less likely to be satisfied that their home feels safe, indicating some areas for attention for this group.

Significant difference to the overall tenant score is highlighted by the following symbols (▲/ ▼ ). Sample base in chart



## TP12: Satisfaction with how the Council deals with anti-social behaviour

58% of respondents said that they were satisfied with South Cambridgeshire's approach to dealing with anti-social behaviour, sitting above the median when compared to the benchmark data. 13% are actively dissatisfied with how the Council deals with such behaviour. A further 29% comment 'neither' in terms of levels of satisfaction, suggesting that low levels of satisfaction may be driven more by residents having limited experience of ASB rather than active dissatisfaction.



Tenant sample base: 796\*

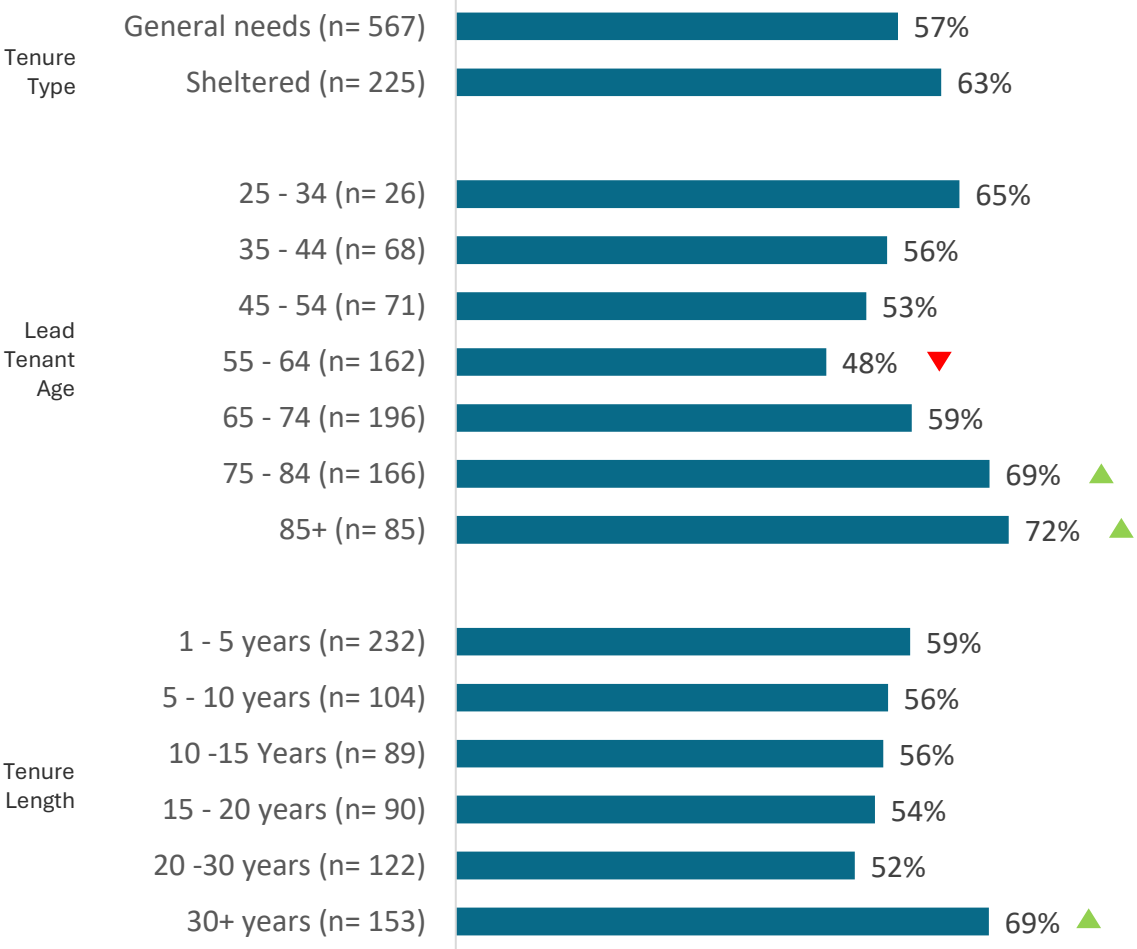


There has been a significant uplift in satisfaction with the way South Cambridgeshire District Council handles ASB (58% cf. 44%). This has largely been driven by a 10% drop in the proportion stating they are neither satisfied nor dissatisfied and a ~3% drop in dissatisfaction, indicating positive movement.

\* Don't know excluded from analysis

2023-4  
Comparison

# TP12: Satisfaction with the Council dealing with anti-social behaviour



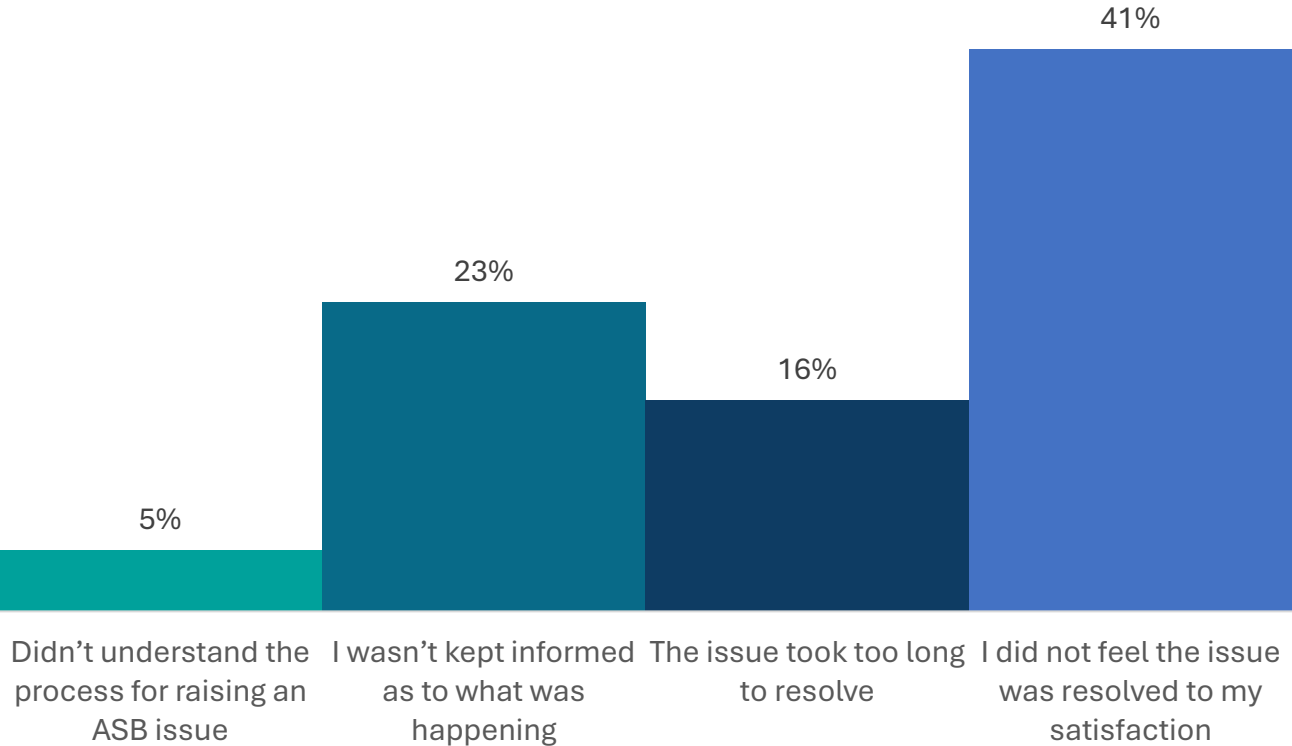
- There is some variation in satisfaction with the way the Council’s housing service handles anti-social behaviour, though few are statistically significant.
- Whilst sheltered tenants are again more satisfied than general needs, the difference in satisfaction is much less substantial than on other metrics.
- Given that only 55-64’s express significantly less satisfaction with the Council’s handling of ASB, it could be worth considering their response to why they feel this way in more depth. At a high level, 32% say this is because they were not kept informed throughout the process, though the small sample size (n=25) should be noted.

Significant difference to the overall tenant score is highlighted by the following symbols (▲/ ▼ ). Sample base in chart



# Drivers of satisfaction with the Council’s ASB handling

Drivers of satisfaction with South Cambridgeshire's approach to ASB handling



The majority who were dissatisfied with the Council’s approach to handling ASB attributed this to a sense that their issue was not resolved to their satisfaction – this could indicate that they do not feel their issue has been fully resolved and may require further attention.





# Additional insight



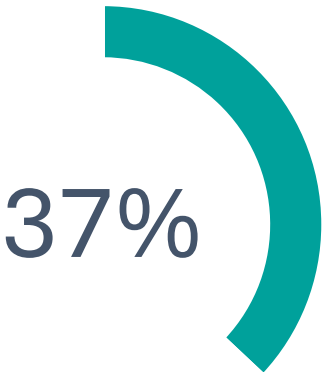
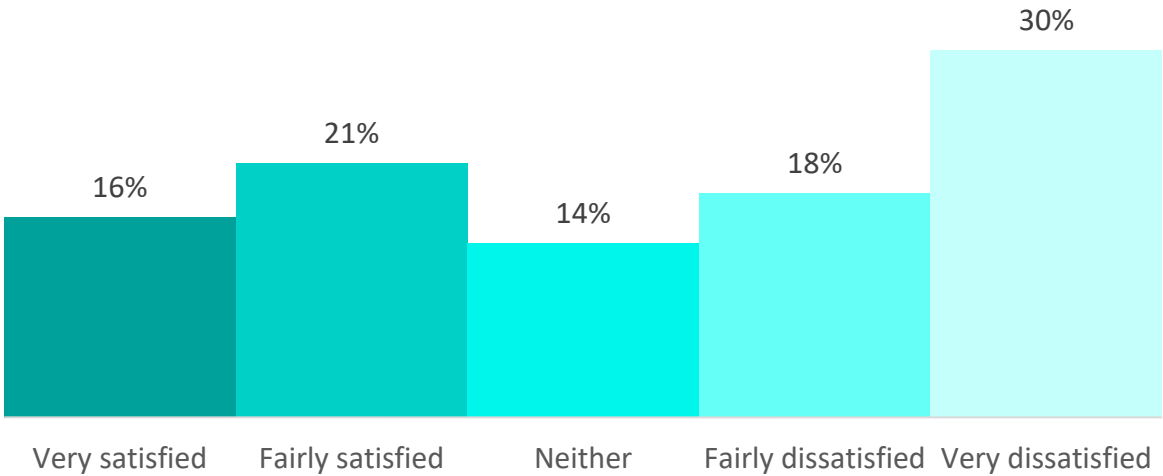
# Experiences of damp and mould



# Experiences of damp and mould

Of the 422 (41%) tenants who have experienced damp or mould in their home over the last year, just under two thirds reported the issue (62%). Almost 50% of tenants who reported this were dissatisfied with the response they received (48%) from the South Cambridge District Council, with one in three very dissatisfied (30%), consistent with 2023-24. Only a third (37%) were satisfied with the response they received. Given damp and mould have been identified as a concern in social housing and the risks to health of damp and mould, this is an area for continued improvement.

Satisfaction with response to report of damp/mould



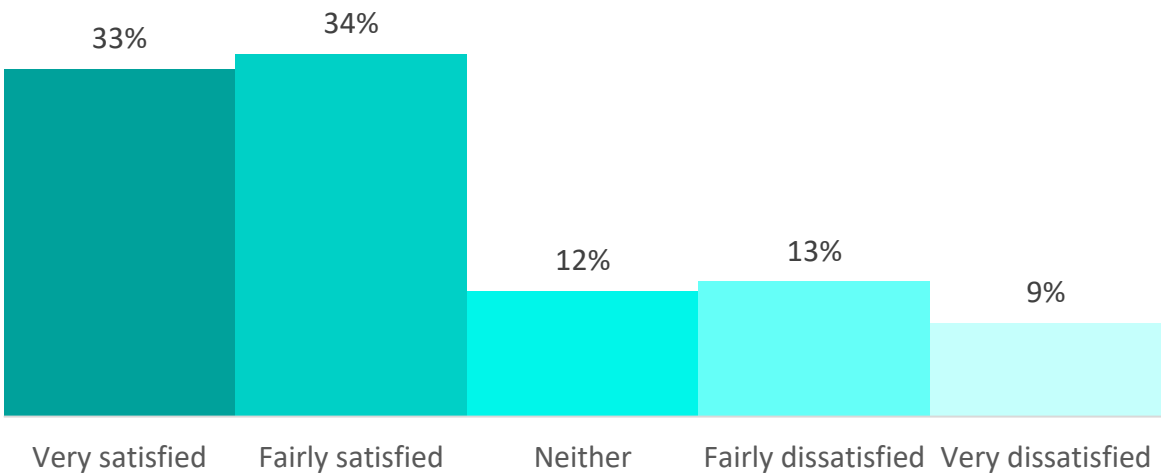
Tenant sample base: 251



# Satisfaction with the heating and energy efficiency of the home

Just over two thirds of tenants (67%) are satisfied with the overall energy efficiency of their home, with a third very satisfied (33%). A fifth report dissatisfaction with their heating and energy efficiency. This represents an improvement since 2023-24 (63% satisfied and 25% dissatisfied), a positive move in the context of rising fuel costs.

Heating and energy efficiency



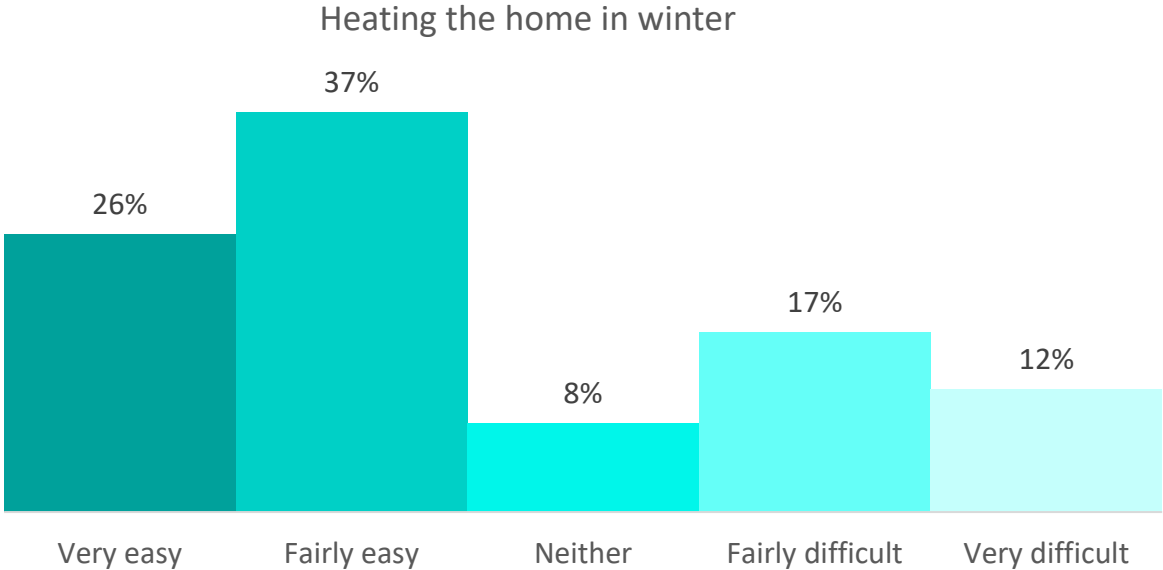
Tenant sample base: 1181



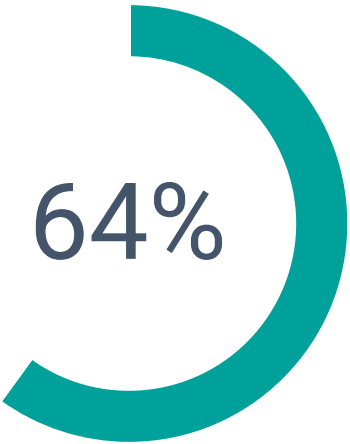


# How easy or difficult do you find it to heat your home adequately in the winter months?

More than six in ten tenants agree that it's easy to heat their home in the winter, reflecting the proportion who feel their home is energy efficient. Almost a third disagree, suggesting they find it difficult (30% cf. 60%).



Tenant sample base: 1172



When compared to the 2023 -24 results, a greater proportion of tenants report finding it easy to heat their homes (up from 60% in 2023-24).

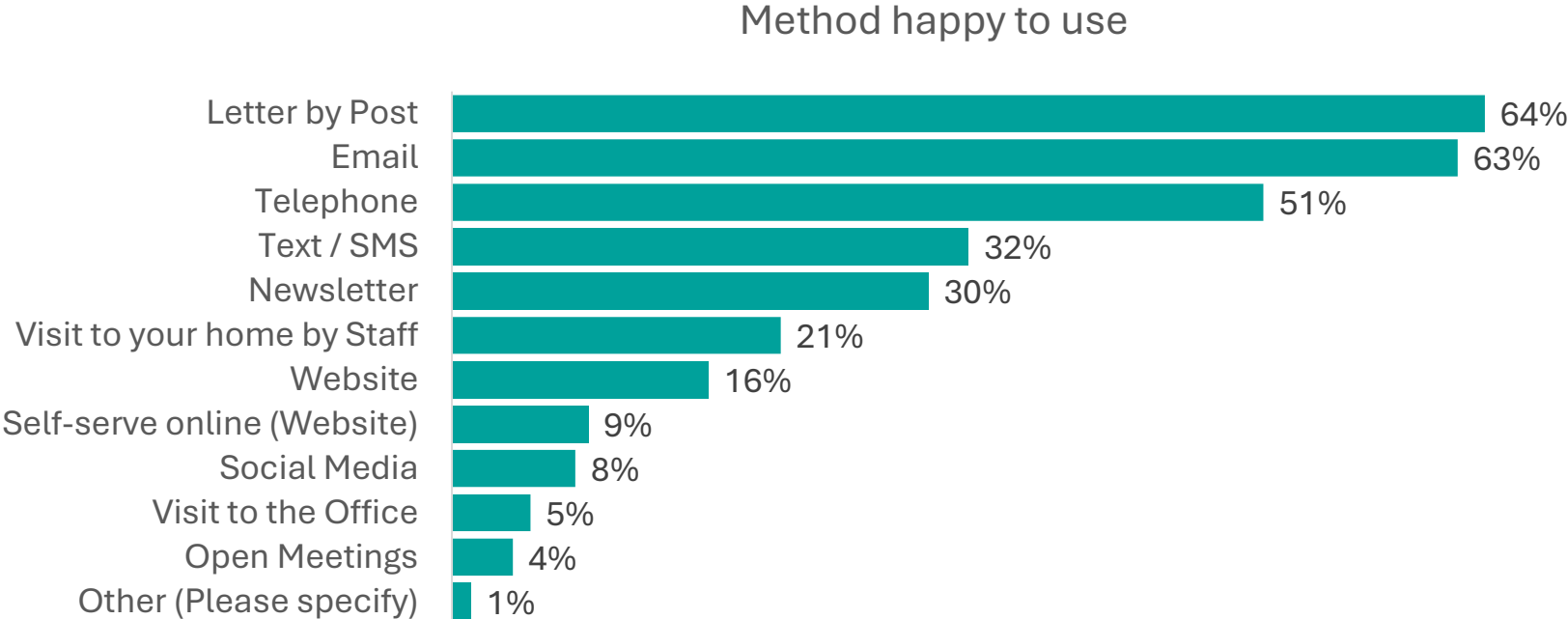


# **Communicating with the Council's Housing Service**



# Methods of being kept informed and getting in touch with South Cambridgeshire District Council Housing Service

Residents were provided with a list of communication methods and asked which they would be happy to use to be kept informed and to get in touch with South Cambridgeshire District Council. The most preferred method was letter by post (64%), followed by email (63%) and phone (51%). These preferred contact methods have remained consistent since 2023-24.



The least preferred method was open meetings, with only 4% expressing that they would be happy to use this method.

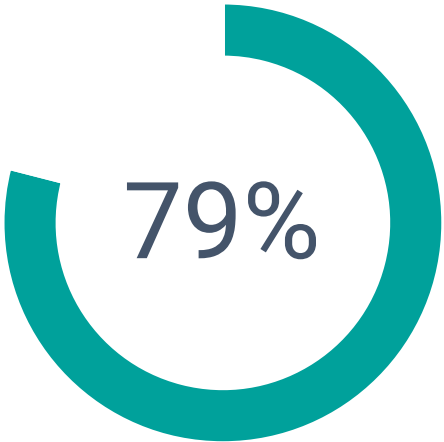
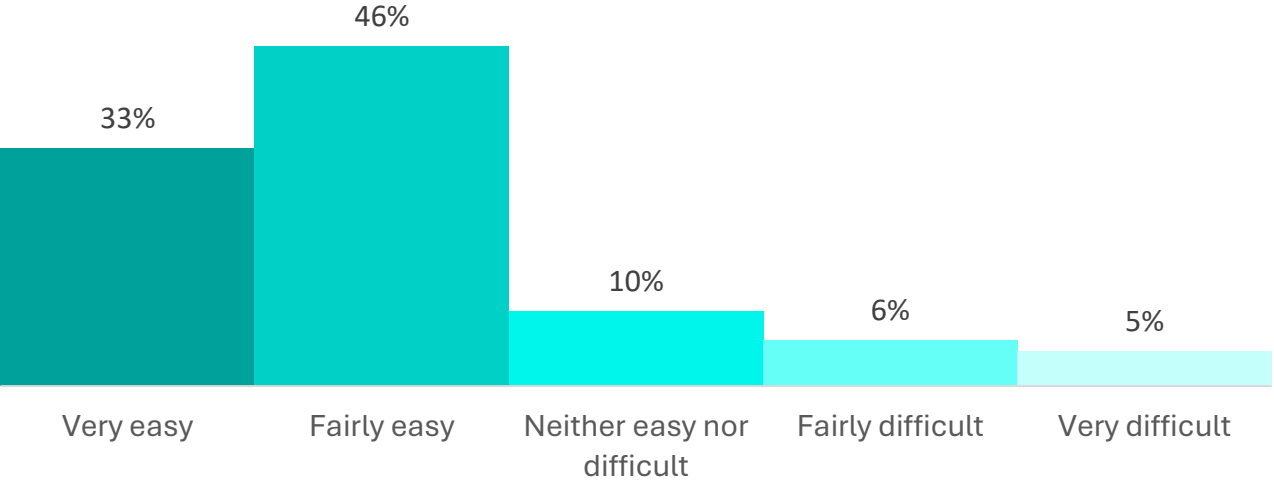
Tenant sample base: 1185



# Have you used any of the Council's housing online services, i.e. reporting a repair online, completing a transfer application or other application form online?

Three in ten respondents have reported a repair, completed a transfer application or other application form using SCDC’s online services (31%). Of these, 79% found using the online services easy, with 33% reporting finding it very easy. Only 11% found this difficult in some way, with 5% finding this very difficult.

How easy or difficult did you find using the online services?



Tenant sample base: 297

The proportion of residents who found the online services easy to use has increased by 10% to 79% from 69% in 2023-24.



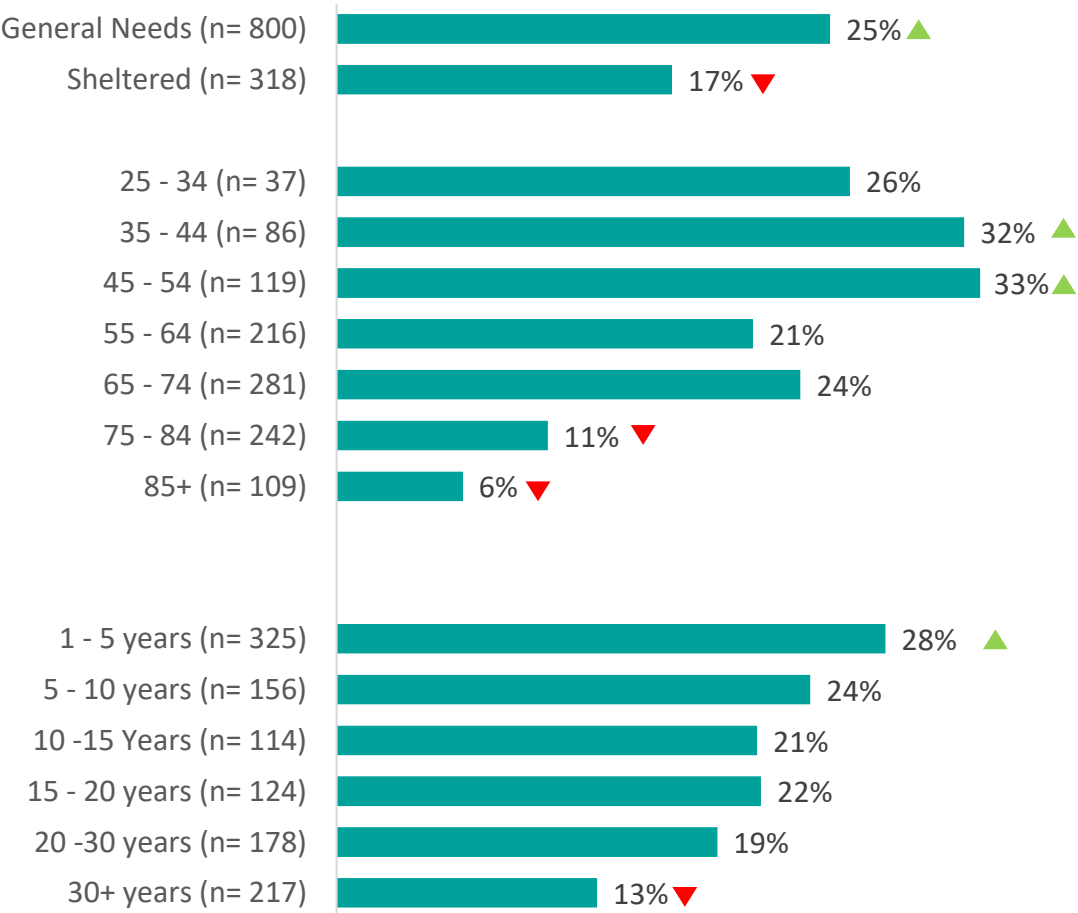


# Would you like to see more online options for interacting with the Council's housing service?

A minority of tenants (23%) would like to see more online options for interacting with the Council's housing services. Interest in online options roughly decreases with age, with a third of 35-54's being interested in this, compared to around 11% of those aged 75-84 and 6% amongst those aged 85+.

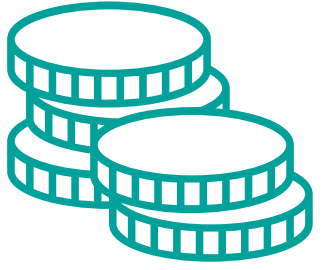


Tenant sample base: 1123



Older residents (those with tenancies of 30+ years and aged 75+ are significantly less likely to want more online options, indicating a need for both online and in person services.

Sub-group analysis

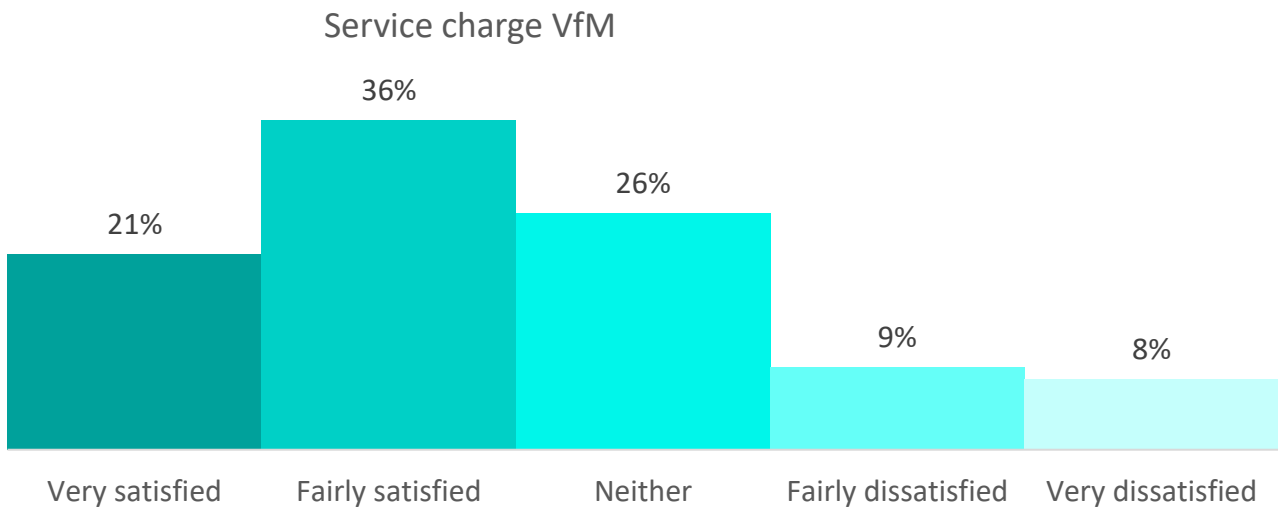


# Value for money



# How satisfied that your service charges provide value for money?

Considering service charges, more than half of tenants are satisfied that South Cambridgeshire offers value for money (58%) with one in five very satisfied (21%). 17% report dissatisfaction in relation to value for money of service charges, with opinions evenly split between fairly and very dissatisfied (9% and 8% respectively).

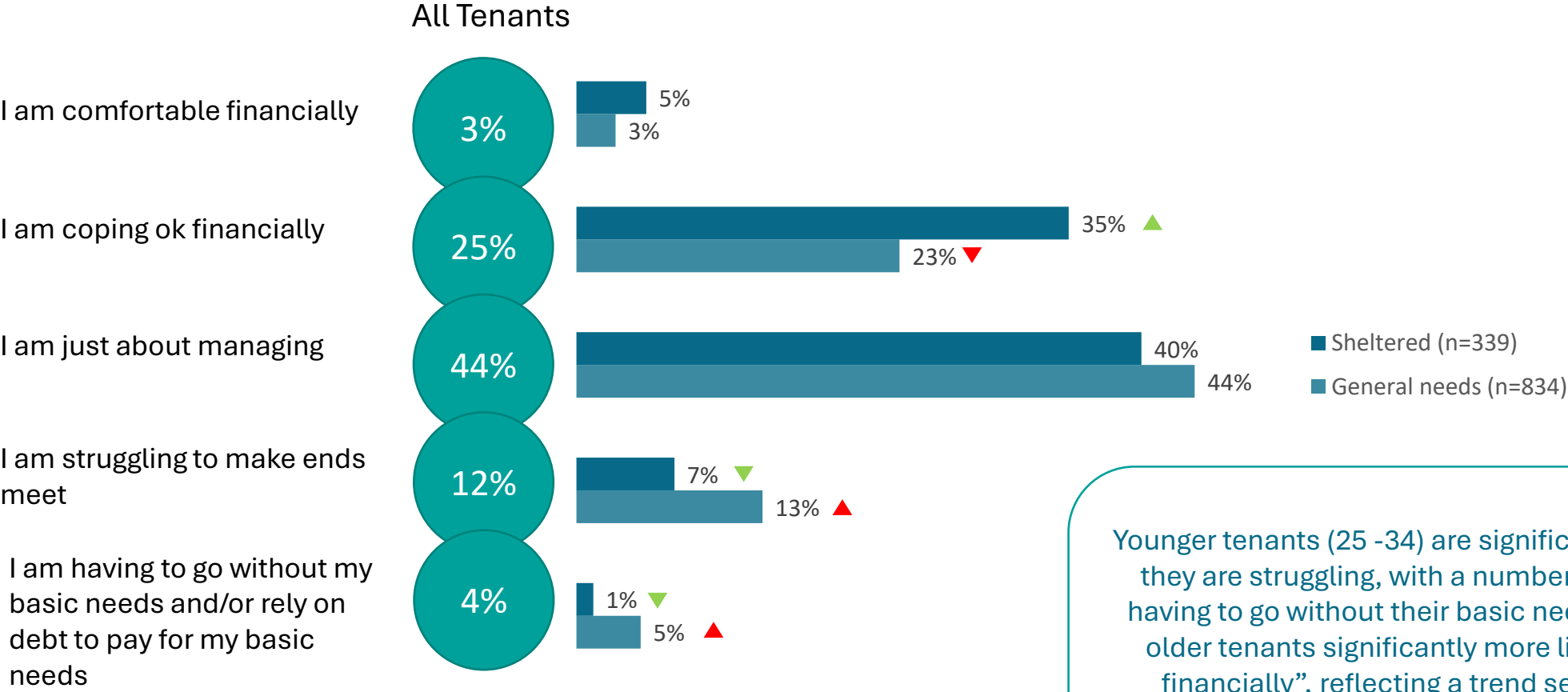


Tenant sample base: 968

Compared with 2023-24, there has been an uplift in satisfaction with the value provided by service charges (58% cf. 53%) with a similar uplift in those who are very satisfied that their service charges provided value for money.



# Thinking about your current financial situation, which of these statements best applies to you?



Younger tenants (25 -34) are significantly more likely to say they are struggling, with a number stating that they are having to go without their basic needs (11% cf. 4%), with older tenants significantly more likely to be "doing OK financially", reflecting a trend seen more broadly in response to the Cost-of-Living Crisis in the UK, which sees many older individuals struggling less with the rising cost of living and maintaining similar patterns as seen last year.

Tenant sample base: 1178



# **Recommending South Cambridgeshire District Council as your housing provider**

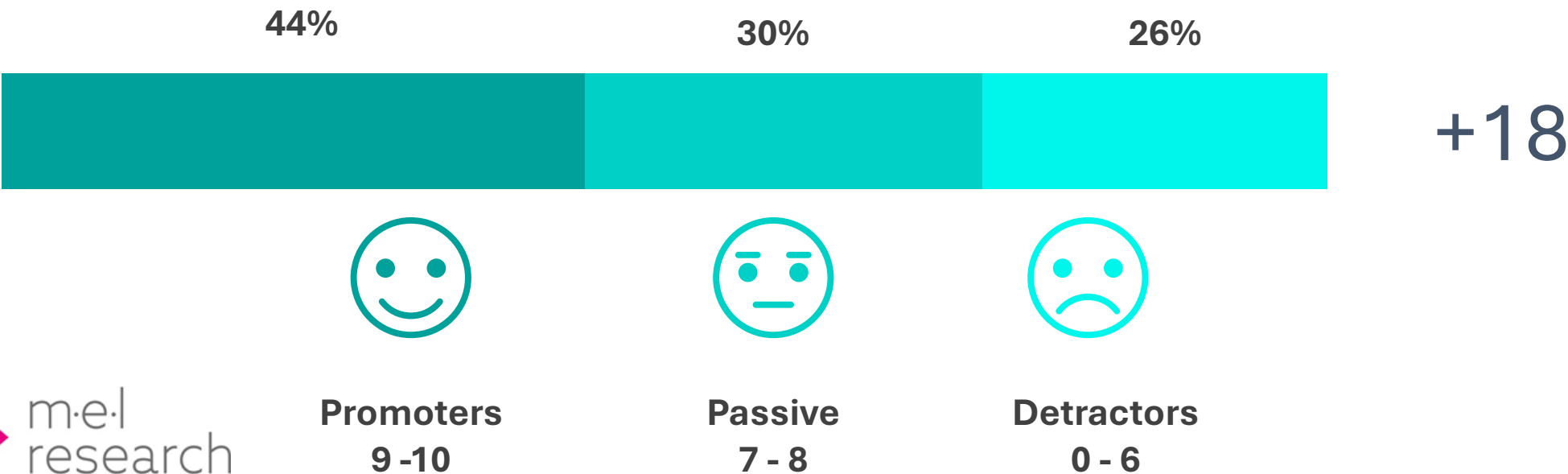


# Two-fifths would recommend South Cambridgeshire District Council to friends or family, giving a net promotor score of +18.

A net promoter score (NPS) is calculated by subtracting those who would actively not recommend the Council (detractors) from those who actively advocate for you and therefore increase your reputation. In this case, SCDC has a NPS of +18 meaning more residents would recommend you than speak negatively about SCDC to family or friends. This is an increase of 6 points since 2023-24.

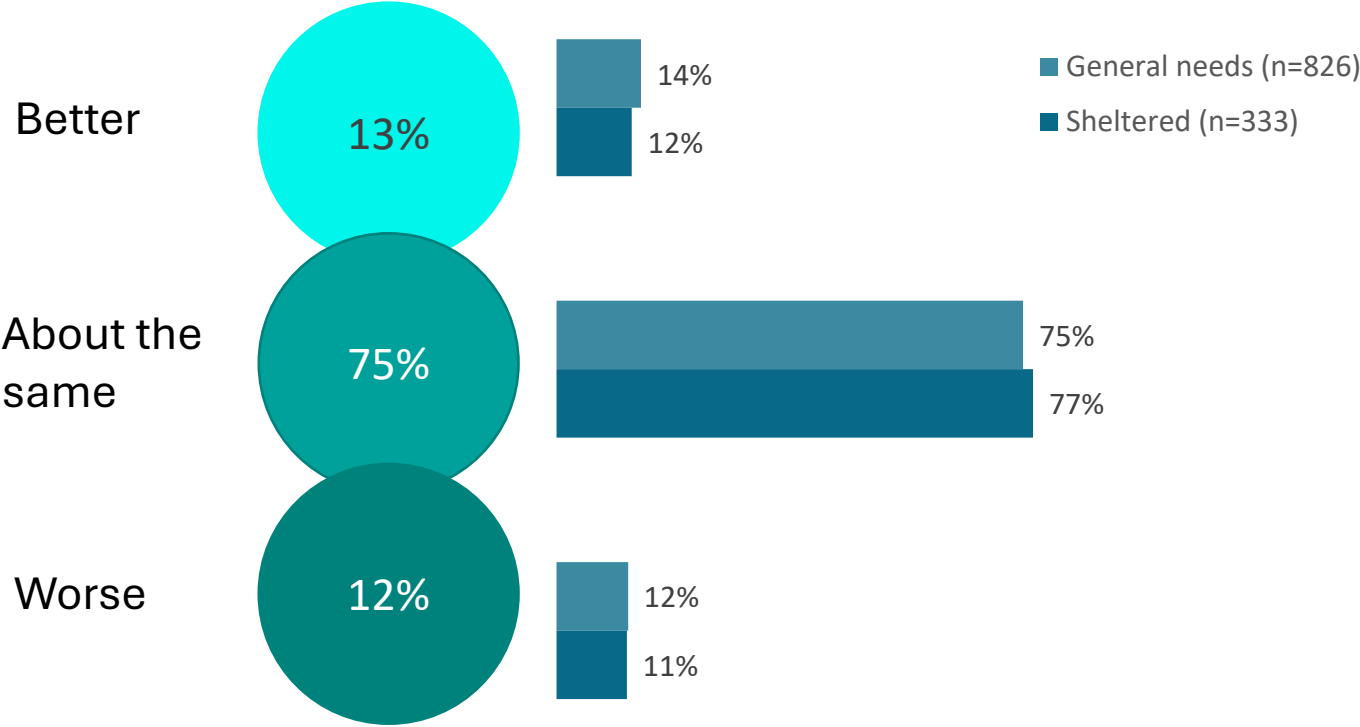
Individuals who are satisfied with the service they receive are significantly more likely to be promoters than those who are dissatisfied (40% cf.11% giving a score of 10 respectively). Just less than a third of residents being passive presents an opportunity to boost the NPS as these individuals may be easier to convert to promoters by making less intensive interventions as may be required for detractors.

Likelihood to recommend South Cambridgeshire District Council as your housing provider





# Do you feel that the housing service provided by South Cambridgeshire District Council has become better or worse in the last 12 months?



The majority of both general and sheltered tenants state that over the last 12 months the service that they receive has remained much the same.

12% state that the service has gotten worse (stable on 2023-24) – these residents are significantly more likely to be tenants who have been with the Council between 10 – 15 years (22%).

A slighter larger group (14%) think the service has improved, with these residents significantly more likely to be residents with tenancies of between a year and five years (19%) given that in 2023-24 those who had tenancies of less than a year were more likely to say that the service had improved so this could be a hangover of that.

Sub-group Analysis

Tenant sample base: 1163



## What one thing could SCDC do to improve their service?

**35%**  
**Focus on  
maintenance  
and repairs**

Ensure repairs are done in a timely fashion and to a high standard.

**20%**  
**Improve  
communication**

Tenants want to be kept informed, have their views respected, and receive timely responses to their concerns.

**15%**  
**Heating and  
energy  
efficiency  
comments**

Some tenants expressed concerns about the costs associated with poor energy efficiency and requested retrofits to make their homes more energy efficient.



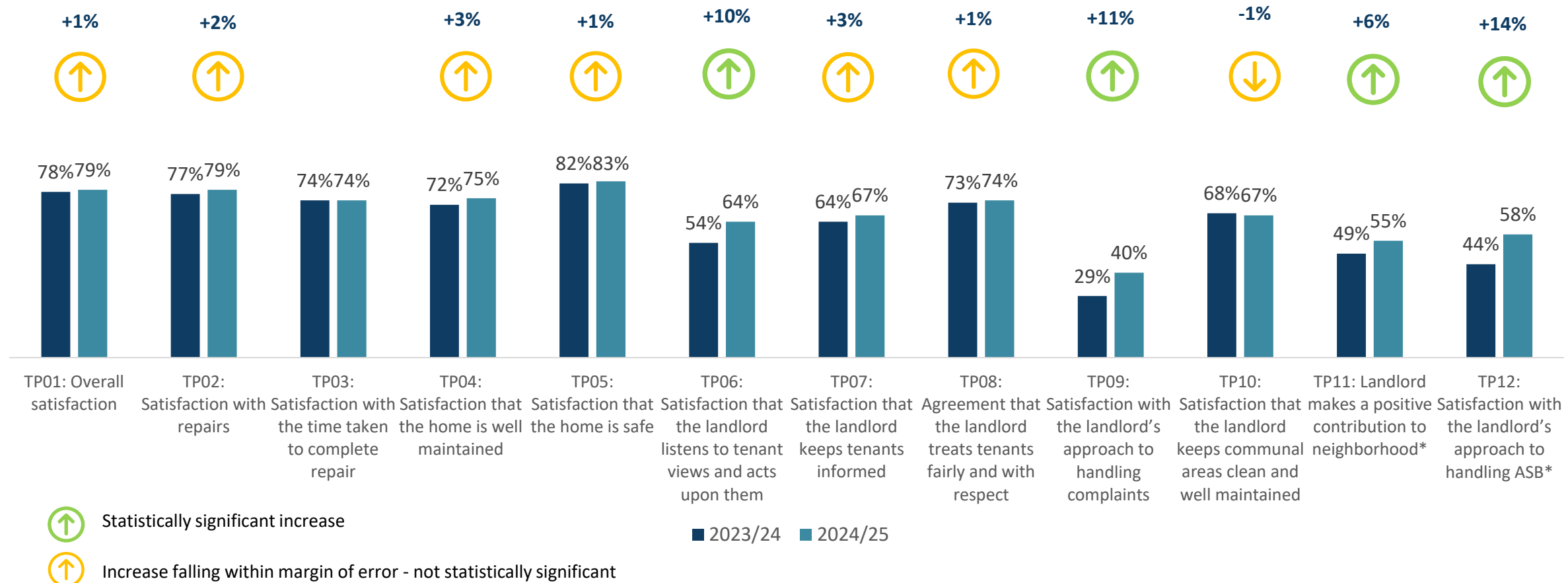


# Trend Analysis

# Trend Analysis – Tenants Only

The graph below illustrates the changes in satisfaction across the core TSMs. A green arrow indicates an increase on 2023 - 24, an orange arrow shows a slight decrease compared to '23-24 and a red arrow indicates a substantial decline in positivity between 2023-24.

The most significant changes are in relation to the perception that SCDC listen's to and acts upon tenant views (+10%), satisfaction with complaints (+11%) and satisfaction with the way in which SCDC approaches ASB (+14%).



This project has been delivered to ISO 9001:2015, 20252:2019 and 27001:2013 standards:



Crown  
Commercial  
Service  
Supplier

