



Bespoke Supportive Tenancies (BeST)

Tenant Satisfaction Measures – Summary of Approach 2024/25

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Introduction



The Tenant Satisfaction Measures (TSM) Standard mandates that all registered providers collect and report TSMs in accordance with the guidelines set by the Regulator of Social Housing (RSH). As part of this requirement, it is necessary for Bespoke Supportive Tenancies (BeST) to inform its tenants about its approach to conducting the TSM Perception survey and collecting data.

This document details BeST's methodology and outlines the criteria specified in the RSH's publication, Tenant Satisfaction Measures Return.

The Tenant Satisfaction Measures (TSM) Standard requires that all registered providers conduct tenant perception surveys and report performance annually, as specified by the RSH. TSMs are intended to make landlords' performance more visible to tenants so that tenants can hold their landlord to account. TSMs consist of 22 measures: 10 providing management information from data held by the landlord and 12 satisfaction measures gathered from tenant surveys. In addition to overall satisfaction with landlord services, the measures cover five key themes:

- ▶ Keeping properties in good repair
- ▶ Maintaining building safety
- ▶ Respectful and helpful engagement
- ▶ Responsible neighbourhood management
- ▶ Effective handling of complaints

Providers must publish a summary of the survey approach used to generate published tenant perception measures. This must be made clearly available alongside each set of tenant perception measures published by the provider.

Summary of Achieved Sample & Sample Method



BeST works with Acuity Research & Practice Ltd, an accredited organisation that is dedicated to providing research services in the social housing sector. We use survey information to understand how our tenants feel about their homes and services and how we can improve. Acuity was commissioned for collecting, generating and validating reported perception measures.

In 2024/25, BeST used a census approach to complete TSM surveys whereby all tenants were invited to participate in the survey exercise via a postal questionnaire which they could complete and return. The sample size was chosen to ensure that the level of statistical accuracy set out by the RSH was met. For BeST, we need to ensure that we survey enough tenants to meet a statistical accuracy (margin of error at 95% confidence interval) of +/- 5%.

During 2024/25, BeST completed (or partially completed) 360 TSM surveys with tenants in Low-Cost Rented Accommodation (LCRA) in England. BeST have 1,177 LCRA properties in England which means that a statistical accuracy level of +/- 4.30% was achieved, which is a greater level of accuracy than required and gives us confidence that the results reliably represent the views of our tenant community.

No tenant was removed from the sample frame.

To boost participation, we incentivised the survey. All tenants who took part were entered into a draw to receive one £100 Love2Shop voucher. The winner was randomly selected by Acuity and communicated to BeST to award prizes.

Timing of Survey



BeST carried out a total of 360 surveys between 10 October 2024 and 16 November 2024.

Collection Method(s)



The TSM surveys were completed via a postal methodology. In October 2024, all tenants received a survey pack by post which included a cover letter, paper questionnaire and reply-paid envelope to return their completed survey. Three weeks later, all non-respondents received a second reminder mailout providing further opportunity to complete the survey. All survey packs included a QR code and unique survey link on the cover letter allowing tenants to complete the survey by post if they preferred.

The rationale for using a mixed methodology approach is:

- ✓ **Accessibility and Inclusivity:** The survey approach was carefully designed to reflect the diverse needs and abilities of our tenant population, many of whom require varying levels of support. Our priority was to ensure that every tenant had the opportunity to participate and share their views in a way that was accessible and comfortable. The use of postal surveys allowed tenants to seek assistance from carers, support workers, BeST employees, family members, friends, or volunteers where needed. To further enhance accessibility, the survey included both worded response options and visual aids such as icons and emojis to support comprehension. A clear, easy-to-read Arial 14pt font was also used to aid readability.
- ✓ **Reducing Survey Fatigue:** The survey questionnaire was reduced in 2024/25 to include just the TSMs. This served to avoid survey fatigue and frustration which may prevent tenants from participating.
- ✓ **Broadening Participation:** By adopting a census approach and removing barriers to inclusion, we wanted to give all tenants the opportunity to have their voice heard and shape service improvement.
- ✓ **Flexibility and Convenience:** Including QR codes and unique online links in the postal pack gives tenants the flexibility to respond in their preferred format, even if they change their mind. This added convenience helps to reduce friction in the response process.
- ✓ **Reliability and Consistency:** Maintaining consistency with previous years' methodologies allows for more reliable trend analysis. It also enables richer information to be gathered.
- ✓ **Independence:** Partnering with Acuity, an independent research agency, ensures impartiality in the survey process. This independence helps tenants feel more comfortable sharing honest feedback, and it enhances the credibility of the data collected.

Sample Method



A census approach was used, whereby all tenants were invited to participate in the survey. All tenants first received a first paper survey pack by post which they could complete and return via the reply-paid envelope included in the survey pack. All non-respondents then received a second reminder mailout three weeks later. The survey pack also included a QR code and unique survey link for tenants who wished to complete the survey online.

The survey was carefully scripted to ensure a professional and consistent process. All surveys were confidential. However, tenants were asked at the end of the survey whether they would like to provide consent to be identifiable in their survey responses. Tenants were also asked whether they were happy to be contacted by BeST to discuss any issues raised within the survey.

Following the conclusion of the fieldwork, the survey responses were shared with BeST, who then managed a follow up and review process. This included both responding to feedback as necessary and analysing the feedback to understand how we can improve.

Representativeness



Representativeness checks were carried out at the end of the survey to ensure that the survey was representative of the tenant population as a whole.

The characteristics by which representativeness was determined were:

Area

Area	Population	Sample
Bath	0%	1%
Blackpool	3%	1%
Bournemouth	3%	5%
Bradford	6%	8%
Brighton	3%	2%
Bristol	0%	0%
Canterbury	1%	1%
Cardiff*	2%	2%
Chester	5%	6%
Cleveland	2%	2%
Coventry	4%	4%
Crewe	0%	0%
Darlington	0%	0%
Derby	0%	0%
Doncaster	4%	5%
Dorchester	0%	0%
Durham	0%	0%
Exeter	2%	3%
Gloucester	0%	1%
Guilford	1%	2%
Halifax	1%	1%

Harrogate	3%	6%
Harrow	1%	0%
Hereford	0%	1%
Kingston	1%	2%
Leeds	3%	2%
Leicester	1%	1%
Lincoln	4%	5%
Liverpool	0%	0%
London	3%	3%
Manchester	3%	1%
Milton Keynes	1%	3%
Newcastle	3%	6%
Newport*	2%	2%
Northampton	1%	0%
Nottingham	5%	4%
Peterborough	1%	0%
Portsmouth	2%	2%
Preston	1%	1%
Reading	1%	1%
Redhill	2%	0%
Romford	1%	0%
Sheffield	4%	2%
Slough	1%	2%
Southall	1%	1%
Southampton	2%	1%
Stevenage	0%	1%
Stoke on Trent	1%	0%
Sunderland	1%	0%
Swansea*	1%	1%
Tonbridge	1%	2%
Torquay	1%	0%
Wakefield	1%	1%
Walsall	1%	0%
Wigan	3%	3%
Wolverhampton	3%	4%
York	1%	1%

Region

North West	23%	19%
East Midlands	17%	17%
South East	14%	16%
North East	14%	18%

West Midlands
Greater London
South West
Wales*
East of England

10%	9%
7%	6%
7%	10%
6%	5%
2%	1%

Housing Manager

Lauren Lockett
Hannah Mansfield
Tim Bray
Jay Johal
Lauren Brooker
Najmur Rouf
Rosie Garnett*
Tara Barr
Martin Pratt
UNIT IN QUERY

Population	Sample
19%	21%
15%	9%
14%	15%
13%	14%
12%	13%
11%	11%
9%	9%
6%	7%
1%	1%
0%	0%

Supporting People Contract

Accomplish
Achieve Together*
AFFINITY TRUST
AFG
Alina Home Care
Alternative Care Limited
Ambler Way
Ashdown Care
Aspire
Auckland Care
AUTISM CARE UK
Autism Together
Bliss Support Services Ltd
Blue Ribbon Community Care
Bradford Council
CARETECH
Cherish
Choice Care Group
CHOICES SUPPORT
CIC
Compassionate Care
CRAEGMOOR
Creating Lifestyles Limited

Population	Sample
1%	0%
15%	12%
1%	1%
2%	1%
0%	0%
1%	1%
1%	0%
0%	1%
2%	3%
0%	0%
0%	1%
3%	4%
1%	2%
0%	1%
0%	0%
5%	2%
0%	0%
0%	0%
0%	0%
1%	0%
1%	0%
0%	0%
1%	1%

CREATIVE SUPPORT

CSS

Disability's Trust

Domcare@Fieldbay*

Eden Futures Group

Eden Supported Living Ltd

Essential Futures Ltd

Esto Care Ltd

Hass Ltd

Heathfield Lodge Ltd*

IDEM Living

MACINTYRE

Mencap

Milestone Support Services

Nottinghamshire Coun

Penderels Trust

PossAbilities

Real PCS

Rehabilitree

Stable Family Home Trust

Supported Homes Ltd

Terrance House Care

TURNING-POINT

UBU

UNITED RESPONSE

VOYAGE

Wellgate Supported Living

Wessex Regional Care

WIGAN COUNCIL

WIRRAL AUTISTIC

Your Life Your Way

0%	0%
1%	1%
0%	1%
2%	1%
2%	1%
6%	4%
1%	1%
2%	2%
7%	11%
0%	0%
0%	0%
0%	0%
1%	1%
0%	0%
0%	0%
1%	1%
0%	0%
1%	0%
0%	0%
0%	0%
0%	0%
4%	6%
0%	1%
0%	0%
0%	0%
4%	5%
7%	9%
2%	1%
17%	22%
1%	2%
0%	0%
3%	2%
0%	0%
0%	0%

Tenancy Length

A. < 1 year

B. 1 - 3 years

C. 4 - 5 years

D. 6 - 10 years

E. 11 - 20 years

Population	Sample
11%	8%
28%	30%
14%	19%
43%	38%
4%	5%

**BeST tenants in Wales are not covered by the Tenant Satisfaction Measures (TSMs) and will therefore be excluded from BeST's final submission to the Regulator of Social Housing (RSH).*

Questionnaire & Introductory Text



The cover letter and paper questionnaire that tenants received are shown below.

Acuity
intelligence. insight. improvement.
PO Box 395
Umberleigh EX32 2HL
01273 287114
acuity@arap.co.uk
www.arap.co.uk

7 October 2024

Dear «resp_salutation»,

Re: BeST Tenant Satisfaction Survey

Bespoke Supportive Tenancies (BeST) has asked Acuity to carry out an independent survey of tenants to help them to improve services.

We want to understand what are the most important issues and priorities for you, so please take a few minutes to give us your views.

Everyone who completes the survey will be entered into a prize draw. **We will select a response at random for a prize of £100 of shopping vouchers.**

Please use the enclosed FREEPOST envelope to return your completed survey. If you would prefer to fill it in on-line go to www.starsurveys.co.uk/best and use your unique reference code which is «Resp_Code» or scan the QR code below.

If you have any questions or would like help completing the survey, please e-mail acuity@arap.co.uk or call me on 01273 287114.

What you tell us will be strictly confidential. We will report the findings to BeST without identifying any individual tenants, unless you give us permission to do so. We will not share your personal details with any other organisation.

If you are dissatisfied with the service provided by BeST, they do have a complaints process you can access by calling 0161 786 6000 (option 6), emailing complaints@bestha.co.uk, or by completing a form on their website where you will find more information <https://bestha.co.uk/complaints.php>.

Yours faithfully



Heather Metivier
Project Co-ordinator

«ShortLink QR Code»



RESIDENT
SATISFACTION



PERFORMANCE
BENCHMARKING



CONSULTANCY
SERVICES



LEARNING &
DEVELOPMENT

Acuity Research & Practice Ltd | Registered Company No. 3503391 | VAT Registration: 889 4400 81

ShortLink QR
Code

Bespoke Supportive Tenancies (BeST) Resident Satisfaction Survey



0 Is anyone helping you to fill in this questionnaire? Tick one box only ☐

- ☐ No ☐ Yes – BeST employee ☐ Yes – volunteer
☐ Yes – carer or support worker ☐ Yes – friend or family ☐ Yes – other

Overall Services

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by BeST? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Your Home

2 How satisfied or dissatisfied are you that BeST provides a home that is well maintained? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

3 Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that BeST provides a home that is safe? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know ☐

Communal Areas

4 Do you live in a building with communal areas, either inside or outside, that BeST is responsible for maintaining? Tick one box only ☐

- ☐ Yes (Go to 5) ☐ No (Go to 5) ☐ Don't know (Go to 6)

5 How satisfied or dissatisfied are you that BeST keeps these communal areas clean and well maintained? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Repairs and Maintenance

6 Has BeST carried out a repair to your home in the last 12 months? Tick one box only ☐

- ☐ Yes (Go to 7) ☐ No (Go to 9)

7 How satisfied or dissatisfied are you with the overall repairs service from BeST over the last 12 months? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

8 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Your Neighbourhood

9 How satisfied or dissatisfied are you that BeST makes a positive contribution to your neighbourhood? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know ☐

10 How satisfied or dissatisfied are you with BeST's approach to handling anti-social behaviour? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know ☐

Customer Service, Communications and Information

11 How satisfied or dissatisfied are you that BeST listens to your views and acts upon them? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know ☐

12 How satisfied or dissatisfied are you that BeST keeps you informed about things that matter to you? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐ Not applicable / don't know ☐

13 To what extent do you agree or disagree with the following "BeST treats me fairly and with respect"? Tick one box only ☐

- Strongly agree ☐ Agree ☐ Neither agree nor disagree ☐ Disagree ☐ Strongly disagree ☐ Not applicable / don't know ☐

Complaints Handling

14 Have you made a complaint to BeST in the last 12 months? Tick one box only ☐

- ☐ Yes (Go to 15) ☐ No (Go to 16)

15 How satisfied or dissatisfied are you with BeST's approach to complaints handling? Tick one box only ☐

- Very satisfied ☐ Fairly satisfied ☐ Neither satisfied nor dissatisfied ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Permissions and Confidentiality

16 BeST would welcome the opportunity to see your individual answers and comments. Are you happy for your individual responses to be passed back to BeST? Tick one box only ☐

- ☐ Yes (Go to 17) ☐ No (End)

17 Are you happy for BeST to contact you regarding any information you have provided in this survey? Tick one box only ☐

- ☐ Yes ☐ No

Thank You! Thank you for taking the time to complete this survey. Please return the questionnaire in the FREEPOST envelope provided (you do not need a stamp). BeST will inform you about the results.

Report by Acuity Research & Practice



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acuity@arap.co.uk