



TSM 2024-2025 Summary of Approach

Lambeth Council



Project details and acknowledgements

Title	Lambeth Council Tenant Satisfaction Measures 2024-2025
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M.E.L Research maintains the following certifications and accreditations



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Overview

In March 2024, M·E·L Research was commissioned to carry out a TSM (Tenant Satisfaction Measures) survey for Lambeth Council's Housing Management Service. The aim of the research was for the to provide insight into resident satisfaction which can be used to inform policy, decision making, and performance management across the business, and ensure that the voice of Lambeth Housing's residents remains central to the planning and prioritisation of housing services. The data also meets Lambeth Housing's requirements as a social housing landlord, under the Tenant Satisfaction Measures Standard, to collect and report annually on their performance on a core set of defined measures to provide tenants with greater transparency about their landlord's performance.

The questionnaire asked the 12 core TSM measures, ensuring the collection of robust data on resident experiences and perceptions. These core questions were supplemented by open text questions asked to tenants who expressed dissatisfaction with each of these areas to understand the reason for this. The key themes in these responses have been outlined in this report.

1501 responses were collected via telephone interviews, between 10th June and 22nd July 2024. This meant the results have a margin of error of +/- 2.44%, below the maximum margin of error set by the Regulator (-+/-3%), for housing providers with a stock size of between 10,000 and 24,999 dwelling units.

Using a telephone approach allows for the setting of quotas, which were set by ethnicity, area and age. Weighting was applied during the analysis stage to further ensure the sample was representative of the tenancy base.

Approach and Methodology

Achieved sample size (number of responses)

In total, 1,501 tenants were interviewed, out of a total of 22,075 tenants in the period of fieldwork. The 1,503 includes 1,446 General Needs Tenants and 55 Sheltered tenants.

No households were interviewed more than once during fieldwork so the 1,501 responses represent 1,501 unique households.

This sample size means that the results have a margin of error of +/-2.44 at the 95% confidence level. The Regulator of Social Housing sets out that housing providers with between 10,000 and 24,999 Housing Units should achieve a margin of error of +/-3% OR less, at the 95% confidence level. The sample size therefore exceeds the minimum level set by the Regulator to achieve statistical accuracy for overall satisfaction ([Annex 5: Tenant Satisfaction Measures - Tenant survey requirements, Paragraph 41](#))

Timing of survey

Fieldwork for the tenant survey was conducted between the 10th June and 22nd July 2024. All valid responses collected in this period were collected using the same survey, and all responses collected are included in the results. This is in line with the guidelines set out by the Regulator ([Annex 5: Tenant Satisfaction Measures - Tenant survey requirements, Paragraph 24](#)).

Collection method(s)

All survey responses were collected by telephone interview, by M-E-L Research's in house telephone team. The use of a telephone interview approach allows for quotas to be set by age and area (interlocked) and ethnicity, to produce a sample which is representative of Lambeth Council's tenant stock.

The survey included the 12 core Tenant Satisfaction Measure questions, and up to 12 follow up verbatim questions, dependent on the respondent's answers to the 12 core questions, which asked their reasons for satisfaction or dissatisfaction. A number of demographic questions were asked, but no further questions were asked in addition to these. It should be noted that The TSM technical guidance prescribes which questions have 'don't know/ not applicable' options and which do not. In

line with this guidance, where 'don't know' responses were possible, these responses have been excluded from the sample base/scoring. See Appendix 1 for a copy of the survey script asked to respondents.

In conducting fieldwork, telephone calls were spread across different times of day, and days of the week. An appointment booking system was in place whereby respondents who could not take part when first called could agree a specific timeslot when we will call back. Where there was a language barrier to conducting the interview, interviewers were able to book an appointment with a bilingual interviewer who spoke the respondent's language. No issues were reported with interviews being unable to take place due to a language barrier.

All telephone interviewers operate within IQCS guidelines and meet MRS customer care standards are met. The Telephone Team Supervisor oversaw quality assurance for calls made and runs real-time monitoring to a random sample of each interviewers calls to ensure they are conducting the interview to a high standard, both in terms of customer care and also technical research quality. 10% of calls were checked to ensure these standards are being met.

Sample method

A stratified sample of 10,000 households were sampled to be contacted for interview, using a stratified sampling approach, in which the sample was stratified by age, area, ethnicity and tenancy type. The sample was based on the main contact for the tenancy. These households were contacted to conduct the survey during the fieldwork period.

Summary of the assessment of representativeness of the sample against the relevant tenant population (including reference to the characteristics against which representativeness has been assessed)

Quotas set by ethnicity, property type and interlocked by area and age, to avoid over-representation of any groups within the sample, per the Regulator's requirements ([Annex 5: Tenant Satisfaction Measures - Tenant survey requirements, Paragraph 46](#)) . Quota targets were set using the following breakdown of Lambeth's tenancy base as of July 2023.

Ethnicity

BME	56%
Non-BME	29%
Not recorded	14%
Total	100%

Commented [BV1]: It might be worth switching these out for White and Ethnic Minority - rather than BME/Non-BME which are a bit more contested now than they were a few years ago

Property type

Bungalow	0.4%
Flat	83%
House	16%
Total	100%

Area and age, interlocked

	Age <= 24	Age 25-44	Age 45-64	Age >=65	Total
Brixton Area	0%	5%	9%	5%	18%
Clapham Area	0%	3%	6%	3%	12%
North Lambeth Area	0%	3%	7%	4%	14%
Norwood Area	0%	2%	5%	3%	11%
Stockwell & Vassall Area	0%	4%	7%	4%	15%
Streatham Area	0%	3%	6%	3%	12%
TMO	0%	4%	9%	4%	18%
Total	1%	24%	48%	27%	100%

Summary of weighting applied to generate the reported perception measures (including a reference to all characteristics used to weight results)

Following the completion of fieldwork, responses were weighted by age, property type and tenancy length interlocked with tenancy type, to further ensure results were representative of Lambeth Council's housing stock. The breakdown of responses across these categories is shown in the tables

below, showing the proportion in each category in the achieved sample and in Lambeth's tenancy base, which the results were then weighted to. The table also shows the overall satisfaction score for each group, prior to any weighting being applied.

Property type

	Achieved in sample (unweighted)	Lambeth Council tenancy stock	Overall satisfaction prior to weighting
Bungalow	0.5%	0.4%	65.3%
Flat	81.1%	83.5%	48.8%
House	18.4%	16.2%	43.1%

Tenancy length by tenancy type

		Achieved in sample (unweighted)	Lambeth Council tenancy stock	Overall satisfaction prior to weighting
Less than a year	Sheltered	0.7%	0.2%	80.0%
	General Needs	5.8%	2.1%	57.5%
2 to 3 years	Sheltered	0.9%	0.4%	46.2%
	General Needs	4.9%	5.7%	45.9%
4 to 5 years	Sheltered	0.4%	0.4%	66.7%
	General Needs	3.3%	4.8%	56.0%
6 to 10 years	Sheltered	0.5%	0.8%	57.1%
	General Needs	14.0%	13.7%	49.0%
11+ years	Sheltered	1.3%	1.2%	68.4%
	General Needs	68.3%	70.8%	45.7%

Age

	Achieved in sample (unweighted) (excluding those who preferred not to state their age)	Lambeth Council tenancy stock (excluding cases where age has not been recorded)	Overall satisfaction prior to weighting
Under 25	0.9%	1.5%	50.8%
25-44	23.9%	23.4%	37.0%
45-64	46.3%	48.3%	61.3%
65+	28.9%	26.8%	47.4%

The role of any named external contractor(s) in collecting, generating, or validating the reported perception measures

MEL Research conducted fieldwork, collecting data and generating results, as well as validating them. MEL Research are an ISO 9001:2015 accredited organisation which demonstrates our commitment in providing quality products and services consistently, as well as ISO 20252. We ensure that all interviewers operate within IQCS guidelines and that MRS customer care standards are met. Telephone interviews were conducted using our in house telephone team.

No other external contractors were used.

The number of tenant households within the relevant population that have not been included in the sample frame

None.

Reasons for any failure to meet the required sample size requirements summarised

Not applicable – required sample size met.

Type and amount of any incentives offered to tenants to encourage survey completion

No incentives offered.

Any other methodological issues likely to have a material impact on the tenant perception measures reported.

None.

M·E·L Research's quality monitoring processes

Data processing

Completed surveys were entered into M·E·L Research's survey analysis software. A minimum of 10% of data entered by the telephone team is re-entered for quality assurance purposes and to meet the Market Research Society and our ISO 9001 and ISO 20252 requirements. If any issues arise in terms of quality further checking up to 100% is undertaken.

Quality management throughout the project

M·E·L Research are ISO 9001:2015 accredited organisation which demonstrates our commitment in providing quality products and services consistently, as well as ISO 20252. all interviewers operate within IQCS guidelines and that MRS customer care standards are met.



A number of checks were taken throughout the project process to ensure data quality, summarised below.

- All survey instruments, mailing and materials have a double signoff process. This includes the draft questionnaire, sample frame and reporting outputs.
- The questionnaire when scripted for the telephone team is thoroughly tested internally by several of the M·E·L Research team before it is formally piloted and tested in the field.
- The sample was checked the
- All code frames are checked and signed off by the project manager in conjunction with the client. A 20% back check was conducted on coded responses to check the accuracy and consistency of our outputs.
- Written outputs are proof read by a second member of the team prior to release.

It should be noted that The TSM technical guidance prescribes which questions have 'don't know/ not applicable' options and which do not. In line with this guidance, where 'don't know' responses were possible, these responses have been excluded from the sample base/scoring.

Appendix A: Survey script

Good morning/afternoon/evening. Please can I speak to [[lead tenant name]]. My name is and I am calling from M·E·L Research, an independent research agency, on behalf of Lambeth Housing who have asked us to call you.

Lambeth Housing would like to hear your views on the services they provide for their customers and gain an understanding of your wider perceptions of the organisation. Feedback from this survey will be used to calculate annual Tenant Satisfaction Measures (TSMs), which will be published. The TSMs inform the government regulator of how Lambeth Housing are performing as an organisation.

Feedback will also be used to help Lambeth Housing better understand issues and priorities among customers, to help the organisation improve the services they provide.

This survey will only take around 15 minutes of your time.

Also just to let you know, this survey will be conducted following the Code of Conduct of the Market Research Society. You can change your mind on taking part at any point during the survey. The information you provide in this survey will be used for research purposes and any personal information will only ever be shared with Lambeth Housing with your express permission.

Just so you know, calls may be recorded for quality, monitoring and training purposes.

IF NECESSARY: If you would like a copy of our privacy notice emailed to you, I can do that now if you provide me with your email address

- Yes (agreed to participate) (1)
- Do not agree to participate (2) **[[end survey]]**

Q1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Lambeth Housing?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

Q1b. Could you please tell us in detail why you feel this way about the service provided by Lambeth Housing?

Q2. Has Lambeth Housing carried out a repair to your home in the last 12 months?

- Yes (1)
- No (2)

If Q2 = Yes. Q3. How satisfied or dissatisfied are you with the overall repairs service from Lambeth Housing over the last 12 months?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q3 = Very dissatisfied or Fairly dissatisfied. Q3b. Could you please tell us in detail why you feel this way about the repairs service provided by Lambeth Housing?

If Q2 = Yes. Q4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q4 = Very dissatisfied or Fairly dissatisfied. Q4b. Could you please tell us in detail why you feel this way?

Q5. How satisfied or dissatisfied are you that Lambeth Housing provides a home that is well maintained?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q5 = Very dissatisfied or Fairly dissatisfied. Q5b. Could you please tell us in detail why you feel this way?

Q6. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Lambeth Housing provides a home that is safe?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q6 = Very dissatisfied or Fairly dissatisfied. Q6b. Could you please tell us in detail why you feel this way?

Q7. How satisfied or dissatisfied are you that Lambeth Housing listens to your views and acts upon them?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q7 = Very dissatisfied or Fairly dissatisfied. Q7b. Could you please tell us in detail why you feel this way?

Q8. How satisfied or dissatisfied are you that Lambeth Housing keeps you informed about things that matter to you?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q8 = Very dissatisfied or Fairly dissatisfied. Q8b. Could you please tell us in detail why you feel this way?

Q9. To what extent do you agree or disagree with the following “Lambeth Housing treats me fairly and with respect”?

- Strongly agree (1)
- Agree (2)
- Neither agree nor disagree (3)
- Disagree (4)
- Strongly disagree (5)
- Not applicable / don't know (6)

If Q9 = Very dissatisfied or Fairly dissatisfied. Q9b. Could you please tell us in detail why you feel this way?

Q9a. Have you made a complaint to Lambeth Housing in the last 12 months?

- Yes (1)
- No (2)

If Q9a = Yes. Q11. How satisfied or dissatisfied are you with Lambeth Housing's approach to complaints handling?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q11 = Very dissatisfied or Fairly dissatisfied. Q11b. Could you please tell us in detail why you feel this way?

Q12. Do you live in a building with communal areas, either inside or outside, that Lambeth Housing is responsible for maintaining?

- Yes (1)
- No (2)
- Don't know (3)

If Q12 = Yes. Q13. How satisfied or dissatisfied are that Lambeth Housing keeps these communal areas clean and well maintained?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)

If Q9 = Very dissatisfied or Fairly dissatisfied. Q13b. Could you please tell us in detail why you feel this way?

Q14. How satisfied or dissatisfied are you that Lambeth Housing makes a positive contribution to your neighbourhood?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable/ don't know (6)

If Q14 = Very dissatisfied or Fairly dissatisfied. Q14b. Could you please tell us in detail why you feel this way?

Q15. How satisfied or dissatisfied are you with Lambeth Housing's approach to handling anti-social behaviour?

- Very satisfied (1)
- Fairly satisfied (2)
- Neither satisfied nor dissatisfied (3)
- Fairly dissatisfied (4)
- Very dissatisfied (5)
- Not applicable / don't know (6)

If Q15 = Very dissatisfied or Fairly dissatisfied. Q15b. Could you please tell us in detail why you feel this way?

Q16. The next section asks a variety of questions about you. These questions are asked to ensure we speak to a cross section of residents so that we are getting the views and opinions of everyone. The answers you give will remain confidential. If you do not feel comfortable answering any of them please feel free not to answer them.

Which age group do you fall into?

- 16-24 (1)
- 25-34 (2)
- 35-44 (3)
- 45-54 (4)
- 55-64 (5)
- 65-74 (6)
- 75-84 (7)
- 85+ (8)
- Prefer not to say (DNRO) (9)

Q18. What is your gender identity?

- Man (including trans man) (1)
- Woman (including trans woman) (2)
- Other gender identity (3)
- Prefer not to say (DNRO) (4)

Q19. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

PLEASE INCLUDE PROBLEMS RELATED TO OLD AGE

- Yes limited a lot (1)
- Yes limited a little (2)
- No (3)
- Prefer not to say (4)

If Q19 = Yes limited a lot or Yes limited a little. Q19b. What is the nature of your disability?

- Physical disability (1)
- Other mobility or access needs (2)
- Partially sighted (3)
- Partially deaf (4)
- Blind (5)
- Fully deaf (6)
- Wheelchair user (7)
- Mental health condition (8)
- Other (Please specify) (9) _____
- Prefer not to say (DNRO) (10)

Q20. What is your ethnicity?

White

- English / Welsh / Scottish / Northern Irish / British (1)
- Irish (2)
- Portuguese (3)
- Polish (4)
- Gypsy or Irish Traveller (5)
- Any other White background (Please specify) (6)_____

Mixed

- White and Black Caribbean (7)
- White and Black African (8)
- White and Asian (9)
- Any other Mixed/ multiple ethnic background (please specify) (10)_____

Asian

- Indian (11)
- Pakistani (12)
- Bangladeshi (13)
- Chinese (14)
- Any other Asian Background (please specify) (15)_____

Black

- African Somali (16)
- Other African (17)
- Caribbean (18)
- Any other black background (Please specify) (19)_____

Other ethnic group

- Latin American (20)
- Arab (21)
- Any other ethnic group (please specify) (22)_____
- Prefer not to say (DNRO) (23)

Q21. What is your main language?

- English (1)
- Portuguese (2)
- Yoruba (3)
- Polish (4)
- Spanish (5)
- French (6)
- Italian (7)
- Somalian (8)
- Twi (9)
- Other (please specify) (10)_____
- Prefer not to say (DNRO) (11)

Q22. What is your religion or belief?

- No religion (1)
- Atheist (2)
- Buddhist (3)
- Christian (4)
- Hindu (5)
- Jewish (6)
- Muslim (7)
- Sikh (8)
- Other (please specify) (9) _____
- Prefer not to say (DNRO) (10)

Q23. Which best describes your sexual orientation?

- I am heterosexual/ straight (1)
- I am gay or lesbian (homosexual) (2)
- I am bisexual (3)
- Other (4)
- Don't know (DNRO) (5)
- Prefer not to say (DNRO) (6)

Q24. Which of these activities best describes what you are doing at present?

- Employee in full-time job (30 hours plus per week) (1)
- Employee in part-time job (under 30 hours per week) (2)
- Self employed full time (3)
- Self employed part time (4)
- On a government supported training programme (e.g. Modern Apprenticeship/ Training for Work) (5)
- Full-time education at school, college or university (6)
- Unemployed and available for work (7)
- permanently sick/ disabled (8)
- Wholly retired from work (9)
- Looking after the home (10)
- Doing something else (Please specify) (11) _____
- Don't know (DNRO) (12)
- Prefer not to say (DNRO) (13)

Q14. Lambeth Housing may want to follow up feedback to this survey. Are you happy for your personal information to be shared with Lambeth Housing along with your responses to this survey, in order to do this?

- Yes (1)
- No (2)

Q26. Finally, would you be happy for a recording of your answers to be passed to Lambeth Housing? This may be used for quality control and training purposes.

- Yes – happy for a recording of answers to be passed to Lambeth Housing (1)
- No (2)

