

## TSM summary of approach 2023-24 - LCHO

### A. Summary of the sample size achieved

The below table details the total number of responses by each question:

Question	Total responses (unweighted)	Total responses (weighted)*
TP01 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest?	557	555.5
TP05 – Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that LiveWest provides a home that is safe?	529	525.4
TP06 – How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?	450	444.5
TP07 – How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you?	526	524.8
TP08 – To what extent do you agree or disagree with the following, “LiveWest treats me fairly and with respect”?	532	530.9
TP09 – How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling?	113	107.0
TP10 – How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained?	194	192.3
TP11 – How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood?	337	331.0
TP12 – How satisfied or dissatisfied are you with LiveWest’s approach to handling anti-social behaviour?	226	224.3

\*See section F for details

Based on the total number of responses to TP01, Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest, the sample size achieved meets the requirements for our population (see table below).

Population as at 31 <sup>st</sup> March 2024	Required minimum statistical accuracy	Number of responses	Achieved statistical accuracy based on TP01 satisfaction level* in 2023-24
5,043	+/-4%	557	+/-3.55

\*Satisfaction was 71.1%

As a result of applying weighting, detailed below in section F, we have also used the Kish formula to estimate our effective sample size (ESS). Our ESS is calculated at 543, which has minimal impact on the achieved accuracy of our sample (+/-3.60) and continues to meet the minimum requirements.

## **B. Timing of the survey**

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The survey was undertaken as a rolling survey throughout the year. This approach was chosen to minimise seasonal impact on results.

## **C. Collection method(s)**

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<b>Collection method</b>	<b>Total responses to TP01 (see above reference)</b>	<b>% of sample</b>
<b>Telephone</b>	554	99.5%
<b>Internet</b>	2	0.4%
<b>Postal</b>	1	0.2%

Our primary method was a telephone first approach, utilising our in-house expertise/research & insight team. To ensure that we did not exclude customers from taking part in the survey process we provided the option of either postal or internet as an alternative way of providing feedback. Customers could request at the start of a telephone survey, preference for an alternative method.

## **D. Sample method**

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A random, computer-generated sample of shared owners was created on a weekly basis throughout the year, the process ensured that customers would not be included in the sample more than once in a 12 month period.

## **E. Summary of the assessment of representativeness of the sample against the relevant tenant population**

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In spring 2023, analysis was undertaken to identify which key characteristics had a significant impact on LCHO overall satisfaction during the previous year (April 22 – March 23). As part of this analysis we looked at a range of characteristics, including those previously identified by the regulator. Whilst no characteristics were identified as having a significant impact on overall satisfaction for our shared owners, the decision was taken to monitor both age and area (where our customers live) throughout the year to ensure representativeness. This decision was taken to align to the approach to that taken for our rented customers during 2023-24.

In April 2024, we checked the representativeness of our final LCHO sample for 2023-24, across both our key characteristics previously identified as well as re-checking against other characteristics.

The tables below provide a comparison of our survey sample vs our customer population, across all the characteristics included in the analysis. The analysis highlighted that length of ownership has an impact on our overall satisfaction figure. As a result we took the decision to weight our sample by this characteristic for 2023-24. No other characteristics had a material impact on overall satisfaction.

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Area	LCHO Population	LCHO TSM sample 2023-24
<b>Cornwall &amp; Isles of Scilly</b>	20%	20%
<b>Devon</b>	43%	43%
<b>Somerset &amp; Dorset</b>	20%	20%
<b>WoE &amp; Glos</b>	16%	16%
<b>Other</b>	1%	1%

Age banding	LCHO Population	LCHO TSM sample 2023-24
<b>16-34</b>	25%	25%
<b>35-64</b>	55%	57%
<b>65+</b>	13%	15%
<b>Unknown*</b>	7%	3%

Support need (disability)	LCHO Population	LCHO TSM sample 2023-24
Including unknown data		
<b>Has a support need</b>	5%	6%
<b>No support need</b>	25%	26%
<b>Unknown*</b>	70%	68%
Excluding unknown data		
<b>Has a support need</b>	16%	20%
<b>No support need</b>	84%	80%

Ethnicity	LCHO Population	LCHO TSM sample 2023-24
Including unknown data		
<b>White British</b>	66%	78%
<b>White other</b>	3%	3%
<b>Ethnic minority</b>	1%	3%
<b>Unknown*</b>	30%	16%
Excluding unknown data		
<b>White British</b>	93%	93%
<b>White other</b>	5%	4%
<b>Ethnic minority</b>	2%	3%

Property type	LCHO Population	LCHO TSM sample 2023-24
Bungalow	1%	1%
House	84%	86%
Flat/maisonette	14%	13%

Length of ownership	LCHO Population	LCHO TSM sample 2023-24
0 to 3 years	31%	38%
4 to 10 years	36%	35%
11+ years	33%	27%

\*please note, alongside the TSM survey, in December 2022 we also put in place a project team to improve our customer records in relation to support needs and ethnicity. Both of these characteristics were identified as having a large proportion of missing data, particularly for shared owners. As a result our records have improved significantly and continue to do so. As part of this project we have also taken the opportunity at the end of the TSM survey to update missing DOB data, where permission is given.

#### F. Any weighting applied to generate the reported perception measures

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Weighting was applied to readjust our survey responses by length of ownership. This characteristic was identified in the assessment of our representativeness as having a material impact on satisfaction, it was therefore important to weight and make sure our responses were representative of our wider customers.

The weightings applied were:

Length of ownership	LCHO Population	LCHO TSM sample 2023-24	Weighting applied
0 to 3 years	30.7%	37.7%	0.81
4 to 10 years	36.3%	34.8%	1.04
11+ years	33.0%	27.5%	1.20

The above weighting was applied at a case level (individual response) using SPSS, statistical software. Weighting our responses by length of ownership had the following impact on satisfaction across all TSM measures:

Question	% satisfied/agree (unweighted)	% satisfied/agree (weighted)
TP01 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest?	71.8%	71.1%
TP05 – Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that LiveWest provides a home that is safe?	84.1%	83.4%
TP06 – How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?	57.8%	56.6%
TP07 – How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you?	79.5%	78.9%
TP08 – To what extent do you agree or disagree with the following, “LiveWest treats me fairly and with respect”?	80.3%	79.5%
TP09 – How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling?	34.5%	33.7%
TP10 – How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained?	51.0%	51.6%
TP11 – How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood?	59.6%	58.6%
TP12 – How satisfied or dissatisfied are you with LiveWest’s approach to handling anti-social behaviour?	52.7%	51.3%

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

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No external contractor(s) were used to collect any of the surveys during the year or undertake any analysis or validation of the results. All surveys were undertaken by our internal Research and Insight team in line with Market Research Society (MRS) guidelines.

In February 2023, an internal audit was carried out on our TSM survey process, which we had established on a trial basis from April 2022. The outcome of the audit resulted in a substantial assurance rating. There have also been regular quality checks carried out throughout the year on our TSM survey calls to ensure compliance with regulatory expectations.

**H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances**

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No households were not included in the sample frame due to exceptional circumstances.

**I. Reasons for any failure to meet the required sample size requirements**

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In 2023-24 we did not fail to meet the sample size requirements for our population.

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

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No incentives were offered to customers to encourage them to complete the survey.

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

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There were no other methodological issues that are likely to have a material impact of the tenant perception measures reported.

## Copy of questionnaire



### LiveWest Tenant Satisfaction Measures Survey

*Hello, can I speak to [customer name] please.*

*This is [xxx] and I'm calling from the Research Team at LiveWest to see if you'd be happy answering some questions about our services. This survey should take around 5 minutes to complete.*

*The results of this survey will be used to calculate LiveWest's annual tenant satisfaction measures, which we will publish annually.*

*This call is being recorded for quality and improvement purposes and any information that may identify you will be removed. All of your answers will be treated confidentially.*

*Are you happy to go ahead?*

**1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest? Tick one box**

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

**2. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that LiveWest provides a home that is safe? Tick one box**

- Very satisfied – go to question 4
- Fairly satisfied – go to question 4
- Neither satisfied nor dissatisfied – go to question 4
- Fairly dissatisfied – go to question 3
- Very dissatisfied – go to question 3
- Don't know or Not applicable – go to question 4

3. Why are you dissatisfied? Please write your answer in the box below

4. How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them? Tick one box

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know or Not applicable

5. How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you? Tick one box

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know or Not applicable



6. To what extent do you agree or disagree with the following "LiveWest treats me fairly and with respect"? *Tick one box*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know or Not applicable

**Thinking of complaints in general...**

7. Have you made a complaint to LiveWest in the last 12 months? *Tick one box*

- Yes – go to question 8
- No – go to question 9

8. How satisfied or dissatisfied are you with LiveWest's approach to complaints handling? *Tick one box*

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

9. Do you pay a service charge? *Tick one box*

- Yes – go to question 10
- No – go to question 11
- Don't know – go to question 11

Thinking about your service charge...

10. How satisfied or dissatisfied are you that your service charges provide value for money? *Tick one box*

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know or Not applicable

11. Do you live in a building with communal areas, either inside or outside, that LiveWest is responsible for maintaining? *Tick one box*

- Yes – go to question 12
- No – go to question 13
- Don't know – go to question 13

**12. How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained? *Tick one box***

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

**13. How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood? *Tick one box***

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know or Not applicable

**14. How satisfied or dissatisfied are you with LiveWest's approach to handling anti-social behaviour? *Tick one box***

- Very satisfied – go to question 15
- Fairly satisfied – go to question 15
- Neither satisfied nor dissatisfied – go to question 15
- Fairly dissatisfied – go to question 15
- Very dissatisfied – go to question 15
- Don't know or Not applicable – go to question 16

15. Have you experienced or been aware of any anti-social behaviour in your neighbourhood during the last 12 months? *Tick one box*

Yes

No

16. On a scale of 0 being not at all likely and 10 being extremely likely, how likely is it that you would recommend shared ownership with LiveWest to a friend or family? *Circle your answer*

0    1    2    3    4    5    6    7    8    9    10

17. What one thing should LiveWest focus on over the next year to improve the service you receive? *Please write your answer in the box below*

18. The information you've provided in the survey is confidential. However, would you be happy for us to share your details alongside your responses to help us improve our services? *Tick one box*

Yes – go to question 19

No – thank you for your time, this is the end of the survey

19. Would you be happy for LiveWest to contact you if required? *Tick one box*

Yes

No

Thank you for taking the time to complete this survey, this is the end of the survey.

21. The information you've provided in the survey is confidential. However, would you be happy for us to share your details alongside your responses to help us improve our services? *Tick one box*

Yes – go to question 22

No – thank you for your time, this is the end of the survey

22. Would you be happy for LiveWest to contact you if required? *Tick one box*

Yes

No

Thank you for taking the time to complete this survey, this is the end of the survey.