

TSM summary of approach 2023-24 - LCRA

A. Summary of the sample size achieved

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

Question	Total responses
TP01 – Taking everything into account, how satisfied or dissatisfied are you with the service provided by LiveWest?	2,003
TP02 – How satisfied or dissatisfied are you with the overall repairs service from LiveWest over the last 12 months?	1,409
TP03 – How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	1,392
TP04 – How satisfied or dissatisfied are you that LiveWest provides a home that is well maintained?	1,947
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?	1,948
TP06 – How satisfied or dissatisfied are you that LiveWest listens to your views and acts upon them?	1,764
TP07 – How satisfied or dissatisfied are you that LiveWest keeps you informed about things that matter to you?	1,862
TP08 – To what extent do you agree or disagree with the following, “LiveWest treats me fairly and with respect”?	1,917
TP09 – How satisfied or dissatisfied are you with LiveWest’s approach to complaints handling?	439
TP10 – How satisfied or dissatisfied are you that LiveWest keeps these communal areas clean and well maintained?	906
TP11 – How satisfied or dissatisfied are you that LiveWest makes a positive contribution to your neighbourhood?	1,185
TP12 – How satisfied or dissatisfied are you with LiveWest’s approach to handling anti-social behaviour?	1,070

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 st March 2024	Required minimum statistical accuracy	Number of responses	Achieved statistical accuracy based on TP01 satisfaction level* in 2023-24
32,534	+/-2%	2,003	+/-1.52%

*Satisfaction was 84.9%

B. Timing of the survey

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)

Collection method	Total responses to TP01 (see above reference)	% of sample
Telephone	1,963	98.0%
Internet	2	0.1%
Postal	38	1.9%

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.

We identified these customers in a number of ways:

- a. If a customer requests at the start of a telephone survey preference for an alternative method.
- b. Customers living in schemes designated for individuals with learning disabilities. These customers may experience more barriers and require additional support to complete the survey. We worked with the housing officers to identify the best method to contact these individual customers, whether that be over telephone, email or via post, with the use of emoji scales to increase accessibility.
- c. Customers living in our extra care schemes. These customers may experience more barriers and require additional support to complete the survey. The survey was sent via post as previous experience has indicated this to be a preferred and effective method of gathering feedback.
- d. Working with managing agents where relevant across our supported housing schemes. Customers included in the survey sample are offered access to the survey via an online link or via post.

D. Sample method

A random, computer-generated sample of rented customers 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

In spring 2023, analysis was undertaken to identify which key characteristics had a significant impact on LCRA 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, and subsequently identified two which had a significant impact on overall satisfaction; age and area (where our customers live). Using this knowledge we monitored our sample by these characteristics throughout the year to ensure representativeness.

In April 2024, we checked the representativeness of our final LCRA 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. Whilst there were very small differences in some cases, none of these had a material impact on our overall satisfaction figure. As a result we did not need to weight our sample for 2023-24.

Area	LCRA Population	LCRA TSM sample 2023-24
Cornwall & Isles of Scilly	27%	27%
Devon	40%	40%
Somerset & Dorset	18%	18%
WoE & Glos	15%	15%

Age banding	LCRA Population	LCRA TSM sample 2023-24
16-34	19%	19%
35-64	59%	59%
65+	22%	22%

Tenure	LCRA Population	LCRA TSM sample 2023-24
General Needs	90%	91%
Supported housing	5%	4%
Sheltered housing	5%	6%

Support need (disability)	LCRA Population	LCRA TSM sample 2023-24
Including unknown data		
Has a support need	30%	31%
No support need	35%	35%
Unknown*	36%	34%
Excluding unknown data		

Has a support need	46%	46%
No support need	54%	54%

Ethnicity	LCRA Population	LCRA TSM sample 2023-24
Including unknown data		
White British	83%	88%
White other	3%	3%
Ethnic minority	4%	3%
Unknown*	10%	6%
Excluding unknown data		
White British	93%	92%
White other	3%	3%
Ethnic minority	4%	4%

Property type	LCRA Population	LCRA TSM sample 2023-24
Bedsit/bedspace	2%	1%
Bungalow	7%	9%
House	57%	58%
Flat/maisonette	34%	32%

Tenure length	LCRA Population	LCRA TSM sample 2023-24
0 to 3 years	29%	31%
4 to 10 years	33%	31%
11+ years	38%	37%
Unknown	1%	1%

*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. As a result our records have improved significantly and continue to do so.

F. Any weighting applied to generate the reported perception measures

No weighting was applied in 2023-24 to the LCRA results.

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

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

There were a small number of customers, 27 of a total of 133 included in the sample and living in one of our schemes designated for learning disabilities who were not included in our survey during the year. These customers were identified by a member of staff working in the team as being unable to complete the survey, even with the support of a member of staff or someone they trust as they lacked capacity to understand the questions.

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

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

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

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

There were no other methodological issues likely to have a material impact on the tenant perception measures to report.

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 as a landlord. 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. Has LiveWest carried out a repair to your home in the last 12 months? Tick one box

- Yes – go to question 3
- No – go to question 5

3. How satisfied or dissatisfied are you with the overall repairs service from LiveWest over the last 12 months? Tick one box

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

4. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? *Tick one box*

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

5. How satisfied or dissatisfied are you that LiveWest provides a home that is well maintained? *Tick one box*

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

6. 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 8
- Fairly satisfied – go to question 8
- Neither satisfied nor dissatisfied – go to question 8
- Fairly dissatisfied – go to question 7
- Very dissatisfied – go to question 7
- Don't know or Not applicable – go to question 8

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

8. 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

9. 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

10. 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...

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

- Yes – go to question 12
- No – go to question 13

12. 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

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

- Yes – go to question 14
- No – go to question 15

Thinking about your service charge...

14. 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

15. 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 16
- No – go to question 17
- Don't know – go to question 17

16. 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

17. 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

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

- Very satisfied – go to question 19
- Fairly satisfied – go to question 19
- Neither satisfied nor dissatisfied – go to question 19
- Fairly dissatisfied – go to question 19
- Very dissatisfied – go to question 19
- Don't know or Not applicable – go to question 20

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

- Yes
- No

20. 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*

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.

Copy of cover letter for postal survey sent to customers living in schemes designated for learning disabilities and extra care



Name
Address 1
Address 2
Address 3
Address 4
Address 5

Dear (First name)

(Date)

We are asking for feedback on the services you receive from LiveWest, your landlord.

The survey should take no longer than 10 minutes, and there are no right or wrong answers. All responses to this survey are confidential, so please be honest with your feedback.

If you need support to complete the survey, please contact your support provider or someone you trust.

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

Please return the survey using the prepaid envelope provided by xxxxx.

Thank you for your time and feedback.
Yours sincerely

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