Housing 21

Deighton Court

Tenant Satisfaction Measures (TSM) Scheme Report
March 2025

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Year-on-Year Change – Deighton Court

Housing 21 undertook a TSM-based survey of its residents in 2023/24. The table to the right compares these past results from this specific Scheme with those for 2024/25. Any increases are green-coloured, while decreases are red.

	2023/24	2024/25
Overall Satisfaction	98%	95% (-3)
Well Maintained Home	98%	93% (-5)
Safe Home	98%	95% (-2)
Housing Management Team	95%	92% (-3)
Communal Areas	98%	100% (+3)
Repairs Last 12 Months	95%	86% (-10)
Time Taken Repairs	83%	86% (+2)
Neighbourhood Contribution	80%	97% (+17)
Approach to Anti-Social Behaviour	86%	92% (+6)
Kept Informed	95%	93% (-3)
Complaints Handling	83% *	83% (0) *
Listens and Acts	88%	93% (+5)
Fairly and with Respect	98%	93% (-5)

*Less than 10 Responses

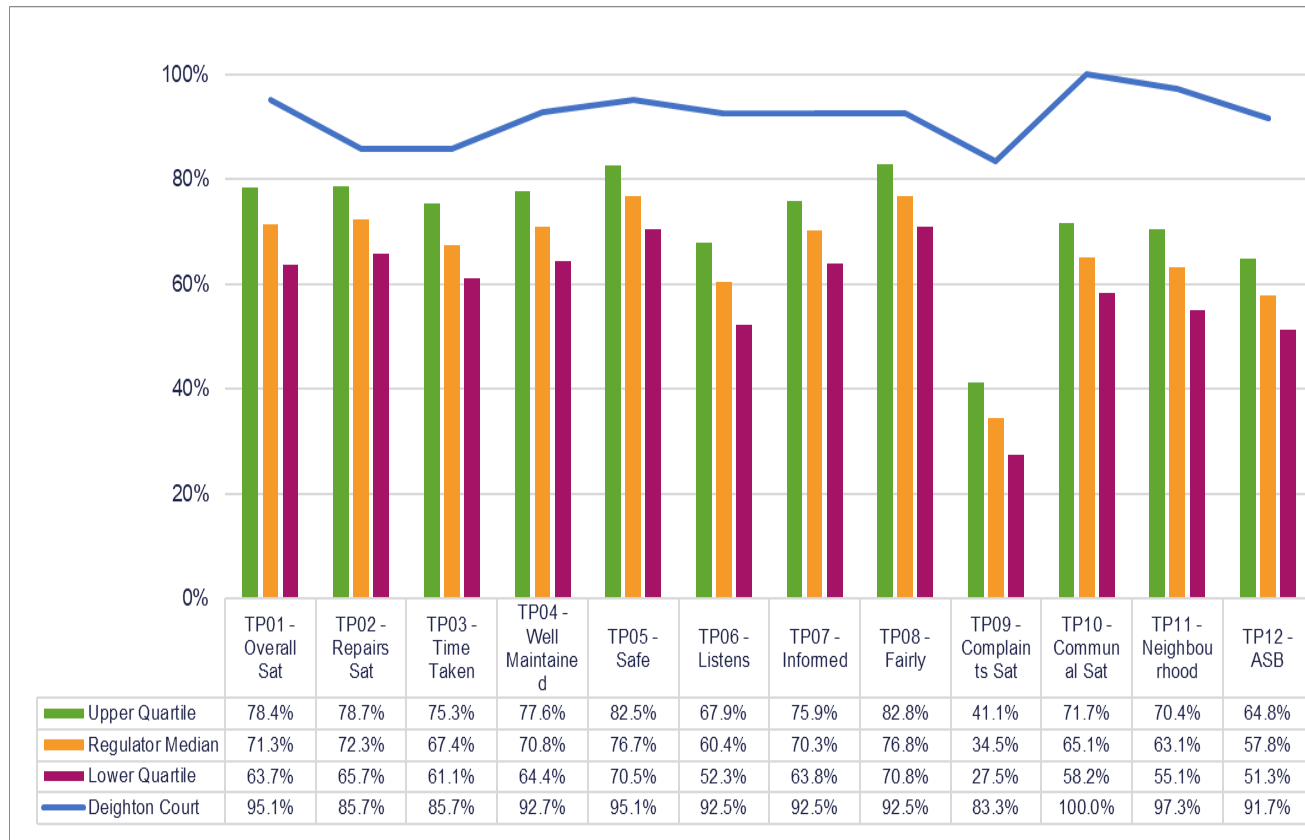## What one thing do you like about the services provided by Housing 21?

(n=34)

Category	Value
Positive comments - Feel safe and secure	5
Positive comments - Attitude of staff	4
Positive comments - Good overall service	4
Scheme/Estate Positive - Quality of cleaning service	4
Care Positive - Helpful and friendly / good attitude	4
Care Positive - Good care staff	4
Scheme/Estate Positive - Resident activities	3
Positive comments - Like my home (type, size, condition)	2
Scheme/Estate Positive - Neighbours/community spirit	2
Scheme/Estate Positive - Quality of meals	2
Care Positive - Encourage / provide activities	2
Care Positive - Kind and caring	2

What one thing could Housing 21 do better to improve its services?

(n=28)

Category	Value
Positive comments - Generally happy, no problems	12
Neighbourhood problems - Car parking, signage and garage areas	2
Positive comments - Good overall service	2
Care Negative - Turnover / less agency staff / consistent staff	2
Other - General negative comment	1
Other - No comment/suggestions	1
Communications and information - Communications (in general)	1
Communications and information - Keep tenants up to date	1
Communications and information - Listen carefully, take interest	1
Council, other agencies - Road repairs	1
Customer services & contact - Believe/Trust Residents	1
Day-to-day repairs - Timescales to complete repairs	1

Benchmark

This chart shows the satisfaction results of this scheme (depicted by the blue line) in comparison with the Regulator of Social Housing (RSH) data for all other social housing providers.

The quartiles refer to the upper quartile (top 25%), median (average) and lower quartile (bottom 25%) of Low Cost Rental Accommodation (LCRA) properties in the sector.

	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Upper Quartile	78.4%	78.7%	75.3%	77.6%	82.5%	67.9%	75.9%	82.8%	41.1%	71.7%	70.4%	64.8%
Regulator Median	71.3%	72.3%	67.4%	70.8%	76.7%	60.4%	70.3%	76.8%	34.5%	65.1%	63.1%	57.8%
Lower Quartile	63.7%	65.7%	61.1%	64.4%	70.5%	52.3%	63.8%	70.8%	27.5%	58.2%	55.1%	51.3%
Deighton Court	95.1%	85.7%	85.7%	92.7%	95.1%	92.5%	92.5%	92.5%	83.3%	100.0%	97.3%	91.7%

Care

Care Survey Summary

94%
Overall Satisfaction

This page displays the satisfaction scores for the care survey which was only asked of residents in receipt of care provided by Housing 21.

Responses 19

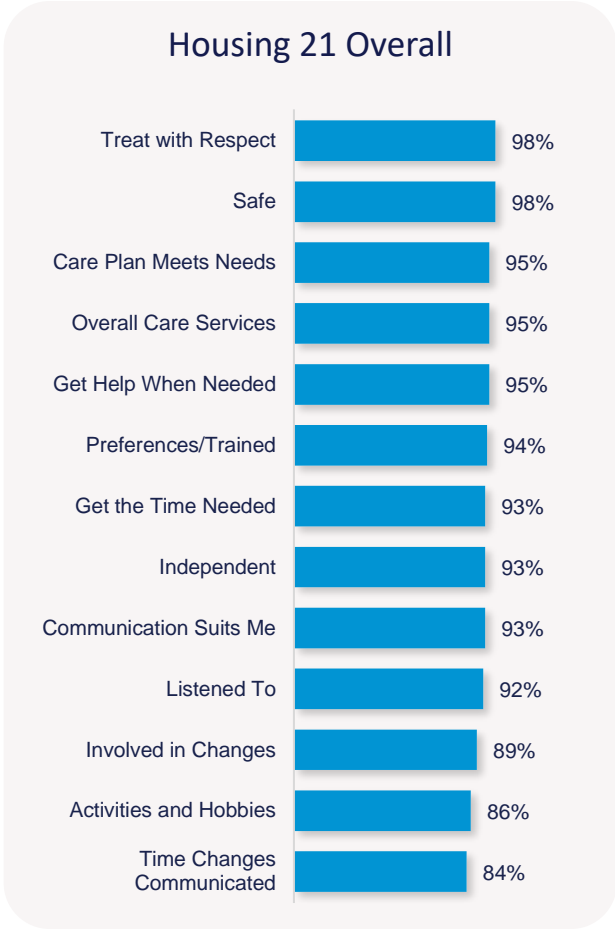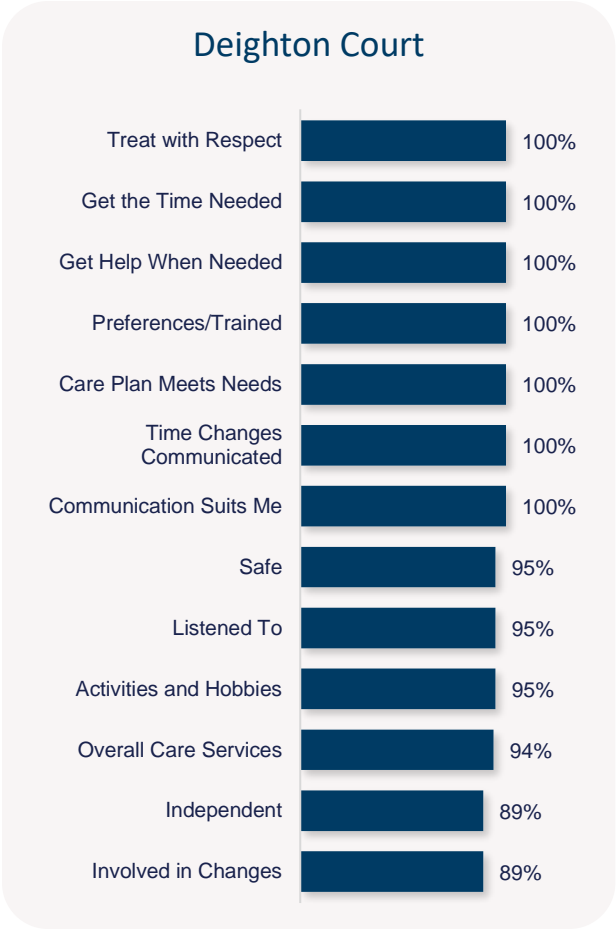|	
Safe	95%
Listened To	95%
Independent	89%
Activities and Hobbies	95%
Treat with Respect	100%
Get the Time Needed	100%
Get Help When Needed	100%
Preferences/Trained	100%
Care Plan Meets Needs	100%
Involved in Changes	89%
Time Changes Communicated	100%
Communication Suits Me	100%

Benchmarking

When considering Housing 21 as a whole, the table on the right shows satisfaction for all Housing 21 Extra Care residents surveyed this year. Satisfaction is high with 95% satisfied with the overall services provided.

All the remaining measures received 90% or more satisfaction, apart from involved in changes (89%), activities and hobbies (86%), and 84% of residents satisfied with changes to the times they receive their care are communicated with.

The chart to the left shows your Scheme in comparison with the overall results for Housing 21, allowing you to benchmark against all other Schemes.

Deighton Court

Measure	%
Treat with Respect	100%
Get the Time Needed	100%
Get Help When Needed	100%
Preferences/Trained	100%
Care Plan Meets Needs	100%
Time Changes Communicated	100%
Communication Suits Me	100%
Safe	95%
Listened To	95%
Activities and Hobbies	95%
Overall Care Services	94%
Independent	89%
Involved in Changes	89%

Housing 21 Overall

Measure	%
Treat with Respect	98%
Safe	98%
Care Plan Meets Needs	95%
Overall Care Services	95%
Get Help When Needed	95%
Preferences/Trained	94%
Get the Time Needed	93%
Independent	93%
Communication Suits Me	93%
Listened To	92%
Involved in Changes	89%
Activities and Hobbies	86%
Time Changes Communicated	84%

Year-on-Year Change

Housing 21 undertook a Care-based survey of its residents in 2023/24. The table to the right compares these past results, with those for 2024/25.

	2023/24	2024/25
Overall Care Services	100%	94% (-6)
Safe	89% *	95% (+6)
Listened To	89% *	95% (+6)
Independent	88% *	89% (+2)
Activities and Hobbies	- *	95% (-)
Treat with Respect	100% *	100% (0)
Get the Time Needed	100% *	100% (0)
Get Help When Needed	100% *	100% (0)
Preferences/Trained	- *	100% (-)
Care Plan Meets Needs	90%	100% (+10)
Involved in Changes	100% *	89% (-11)
Time Changes Communicated	100% *	100% (0)
Communication Suits Me	- *	100% (-)

*Less than 10 Responses

What do you like about your care service?

■ (n=16)

Category	Value
Care Positive - Helpful and friendly / good attitude	5
Care Positive - Good care staff	4
Care Positive - Feel respected / respect privacy	3
Positive comments - Good overall service	2
Care Positive - Good appointment times / keep appointments / reliable	2
Positive comments - Feel safe and secure	1
Positive comments - Generally happy, no problems	1
Positive comments - Listen and act on views	1
Care Positive - Enjoy chatting, laughing and companionship.	1
Care Positive - Continuity of care / know my carers	1
Care Positive - Kind and caring	1
Care Positive - Care staff go above and beyond	1

Are there any areas of your care service that could be improved?

■ (n=10)

Category	Value
Other - No comment/suggestions	4
Other - Not answered question	1
Positive comments - Generally happy, no problems	1
Positive comments - Happy living here	1
Scheme/Estate Negative - Quality of meals	1
Care Positive - Kind and caring	1
Care Positive - Good care staff	1

Scheme Performance

Energy Performance Certificate Score (Average score of all properties within the scheme)	**82.5**
Energy Performance Certificate Rating (Average score of all properties within the scheme)	**B**
Energy Performance Certificate - Date of assessment	**23/12/2019**
Overall Care Quality Commission Score	**Requires Improvement**
Date of last Care Quality Commission Score	**Sep 2019**
No. Repairs - Last 12 months (Nov)	**208**
Total Repairs Spend (£) - Last 12 months (Nov)	**£44,777.59**
No. Anti-Social Behaviour Cases - Last 12 months (Nov)	**1**
No. Stage 1 Complaints - Last 12 months (Oct)	**0**
No. Stage 2 Complaints - Last 12 months (Oct)	**0**
Total No. Formal Complaints - Last 12 months (Oct)	**0**

TSM Summary of Approach

A. A summary of achieved sample size (number of responses)	**41**
B. Timing of survey	**September 2024 to November 2024**
C. Collection method(s)	**Online, Postal, Telephone**
D. Sample method	**Census**
E. Summary of the assessment of representativeness of the sample against the relevant tenant population	**N/A**
F. Details of any weighting applied to generate the reported perception measures	**No weighting applied**
G. Role of any named external contractor(s) in collecting, generating, or validating the reported perception measures	**Acuity Research & Practice Ltd**
H. The number of tenant households within the relevant population that have not been included in the sample frame due to exceptional circumstances	**0**
I. Reasons for any failure to meet the required sample size requirements	**N/A**
J. Type and amount of any incentives offered to tenants to encourage survey completion	**10 x £50 shopping vouchers**
K. Any other methodological issues likely to have a material impact on the tenant perception measures reported	**None**

This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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