



Women's Pioneer

TSM Tracker W2 2024 Report

Prepared by: Acuity Research & Practice

Key TSM Metrics

Overall Satisfaction

Good Repair

Building Safety

Neighbourhood

Engagement

Complaints

Damp

Improvements

Trends

Summary

Demographics

Introduction



Acuity has been commissioned to conduct bi-annual, independent satisfaction surveys of the tenants of Women's Pioneer. The purpose of these surveys is to gather data on tenants' opinions and attitudes towards their landlord and the services provided. The survey was designed using the new Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory in April 2023 and was first reported in June 2024.

In earlier reports, Women's Pioneer opted for four quarterly surveys throughout the calendar year, as opposed to the financial year commonly used by many other social landlords. Beginning in Wave 1 of 2024/25, surveys will be conducted in two "waves" each year: Wave 1 (W1 24/25) will take place in June, and Wave 2 (W2) will occur in December and early January. This report represents Wave 2 of the year 2024/25 (W2 24).

For each wave, tenants are contacted by phone and invited to participate in a telephone interview. The survey aims to collect the views of approximately 150 tenants per wave, an increase from the 100 tenants surveyed each quarter in previous surveys. Tenants are proportionately sampled by tenure, age, and location. A report is produced for each wave, and this document presents an analysis based on 159 completed interviews for W2 2024, along with 14 incomplete interviews that must be included as required by the regulator.

The telephone survey is confidential, and the results are returned to Women's Pioneer in an anonymised format unless residents give permission to be identified. In this wave, 61% of tenants permitted their responses to be shared with their details attached, and 54% of these tenants expressed a desire for a follow-up call regarding any comments or issues they raised.

The aim of this survey is to provide data on tenants' satisfaction levels, which will help Women's Pioneer to:

- Gather information on tenants' perceptions of current services.
- Compare results with previous surveys.
- Inform decisions regarding future service development.
- Report findings as required by the Regulator.

Acuity and the Regulator of Social Housing recommend that landlords with fewer than 2,500 properties should aim for a sampling error of no more than $\pm 5\%$ at the 95% confidence level. For Women's Pioneer, 159 responses were received in this wave, which provides a sufficient sample size to conclude that the findings are accurate within $\pm 7.1\%$.

Throughout the report, most figures are presented as percentages. Due to rounding from two decimal places to the nearest whole number, totals may not always sum to 100%. Additionally, rounding can lead to discrepancies where adding two percentages may differ by 1%. The charts also indicate the base number for each question, shown as n=.

Overall Service Provision

62%



For W2 2024, overall satisfaction fell 10 percentage points (p.p) from 72% in W1 to 62% in W2.

The highest-scoring measure in this survey was satisfaction that Women's Pioneer maintains communal areas, with a satisfaction score of 75%. This is encouraging as this is usually one of the lowest-scoring satisfaction measures across the sector.

The lowest scoring measure, as is often the case across the sector is satisfaction with the complaints process, with a satisfaction score of 29%.

Six measures received a satisfaction score of over 60%, and four measures scored below 60% satisfaction.

All measures decreased in satisfaction in this survey compared to W1 apart from complaint handling satisfaction which rose 12p.p from 18% to 29%.

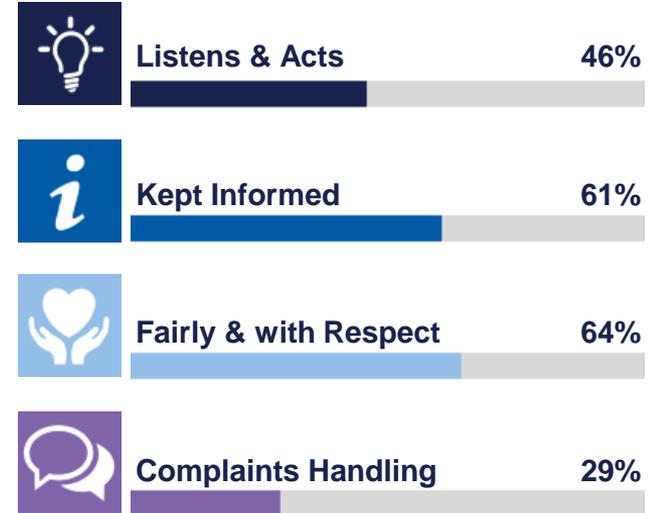
TSM Key Metrics



Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Overall Satisfaction



Overall Satisfaction

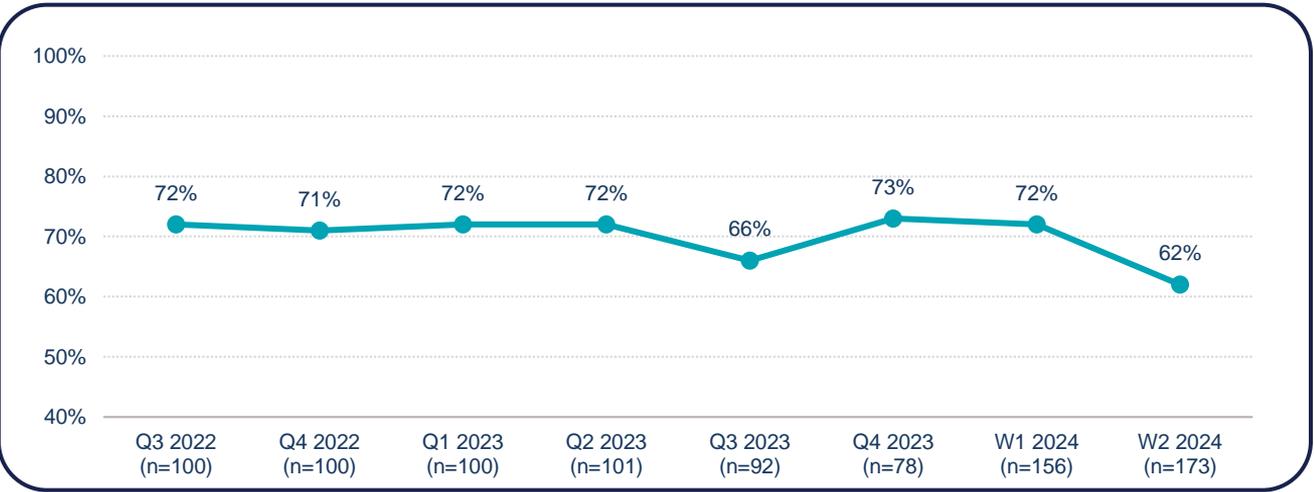
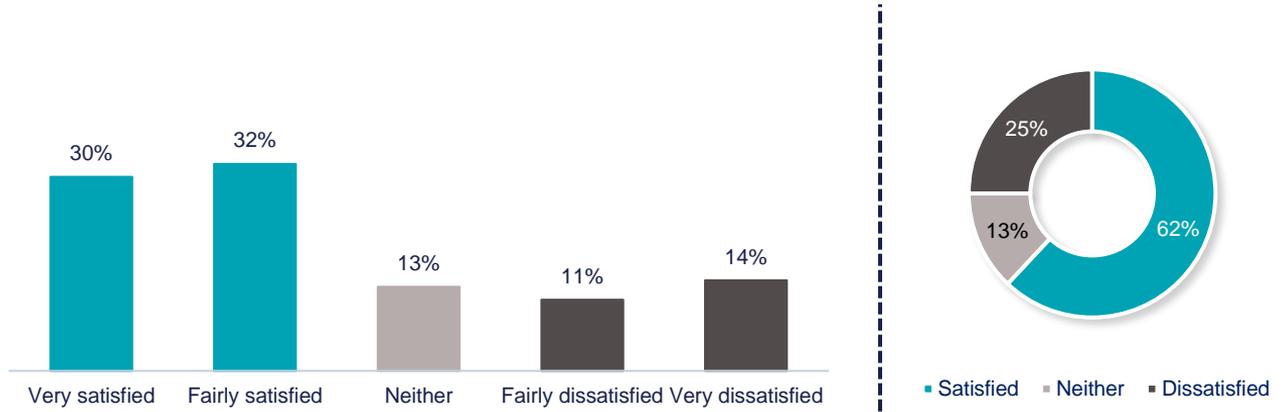
Tenants were asked, "Taking everything into account, how satisfied or dissatisfied are you with the service provided by Women's Pioneer?" This is the key metric in any tenant perception survey.

Over three-fifths of tenants stated they were satisfied with the overall service provided by Women's Pioneer (62%), a 10p.p decrease since W1. 30% of tenants were very satisfied with a further 32% being fairly satisfied.

Almost a quarter of tenants were dissatisfied with this measure (24%), a 5p.p increase since W1, with 14% being very dissatisfied and 10% being fairly dissatisfied.

Over a tenth of tenants were neither satisfied nor dissatisfied with the overall service provided by Women's Pioneer (13%).

Overall satisfaction is the lowest for W2 than it has been since the surveys began in Q3 2022.





Keeping Properties in Good Repair



Keeping Properties in Good Repair

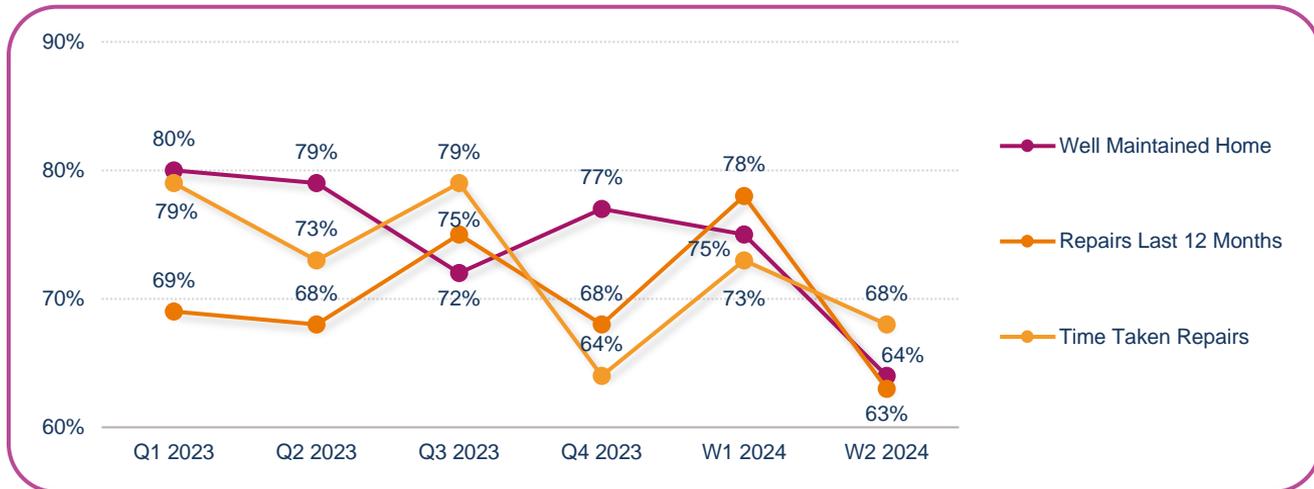
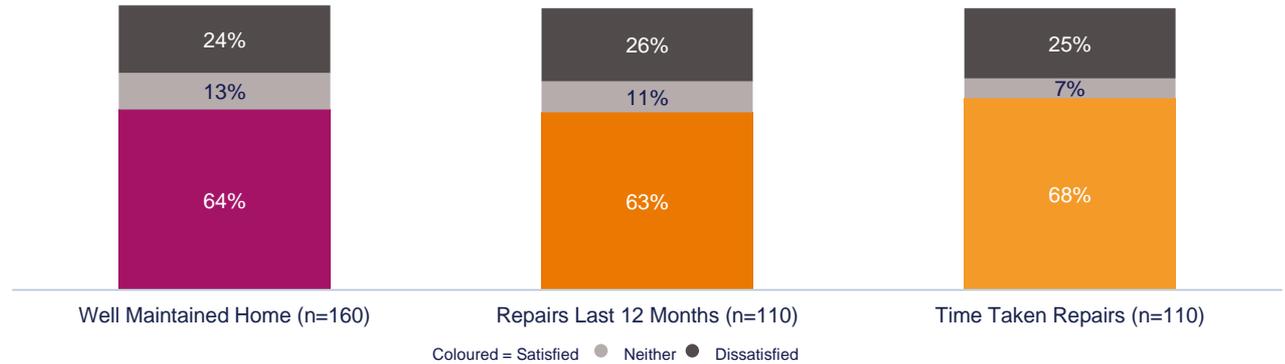
This section explores satisfaction with the repairs process provided by Women's Pioneer.

Almost two-thirds of tenants expressed that they were satisfied that Women's Pioneer provides a home that is well maintained (64%), an 11p.p decrease since W1. Additionally, almost a quarter of tenants were dissatisfied with this measure (24%).

The next question looked at repairs satisfaction in the last 12 months. Over three-fifths of tenants were satisfied with the repairs they received in the last 12 months (62%), a 16p.p decrease since W1. Furthermore, over a quarter of tenants were dissatisfied with this measure (27%) with a further 11% neither satisfied nor dissatisfied.

Over two-thirds of tenants were satisfied with the time taken for repairs (68%), a 5p.p decrease since W1. On top of this, a quarter of tenants were dissatisfied with this measure (25%), a 5p.p increase since the previous survey.

All three repairs measures have decreased in satisfaction since W1.





Maintaining Building Safety

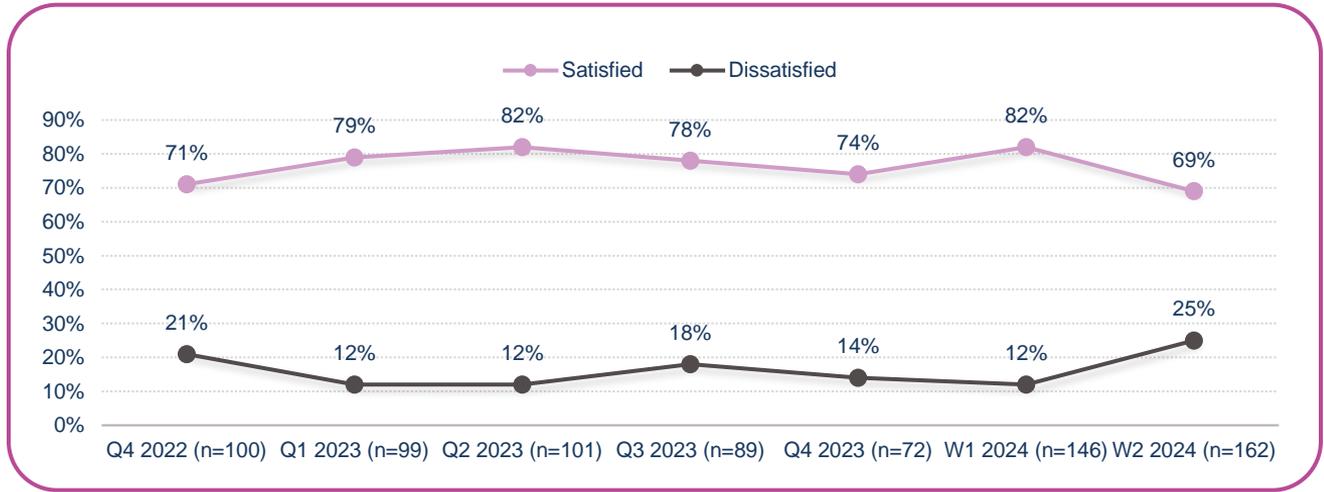
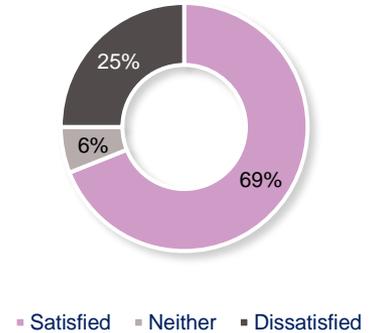
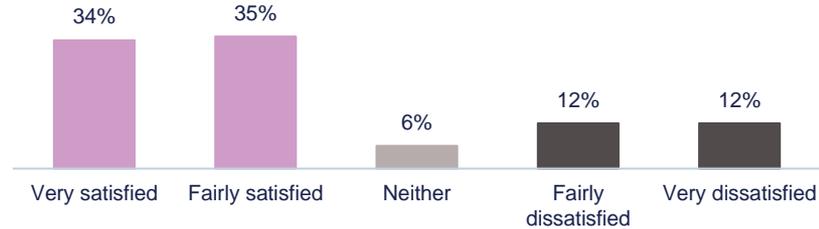


Maintaining Building Safety

Women's Pioneer's ability to provide a home that is safe was the highest scoring metric in this survey with almost seven out of ten tenants expressing satisfaction with this measure (69%) however, this is a 13p.p decrease since W1 2024. Overall, a quarter of tenants were dissatisfied that Women's Pioneer provides a home that is safe (25%).

34% of tenants were very satisfied with this measure, with a further 35% being fairly satisfied. On the other hand, 12% of tenants were very dissatisfied with this measure with a further 12% being fairly dissatisfied.

Satisfaction for this measure is the lowest it has been since the surveys began with a satisfaction score of 69%. Although this is the highest-scoring metric in this survey, dissatisfaction more than doubled since the previous survey.





Responsible Neighbourhood Management

Responsible Neighbourhood Management

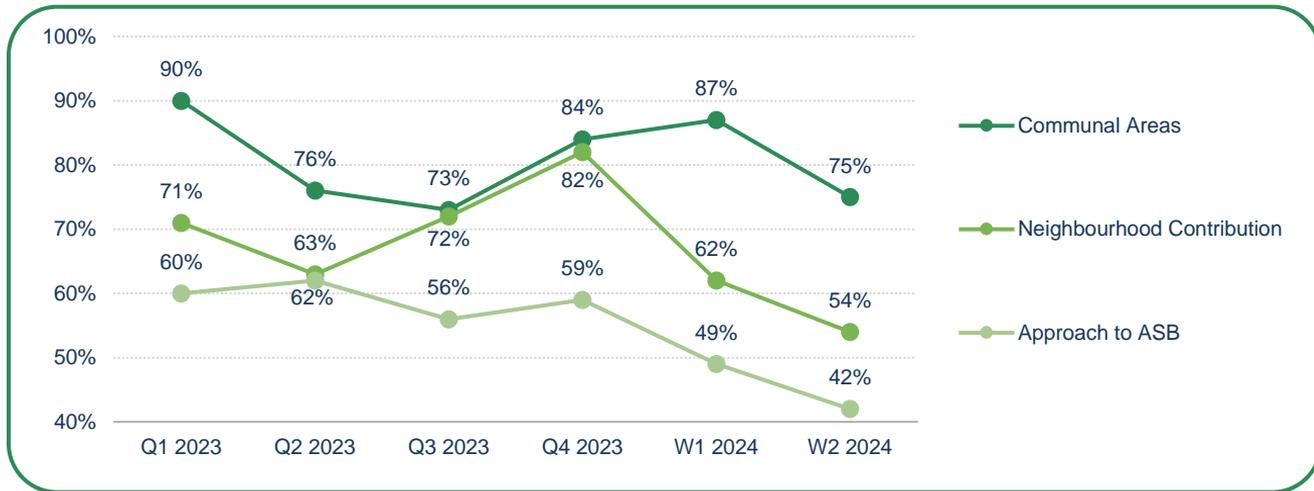
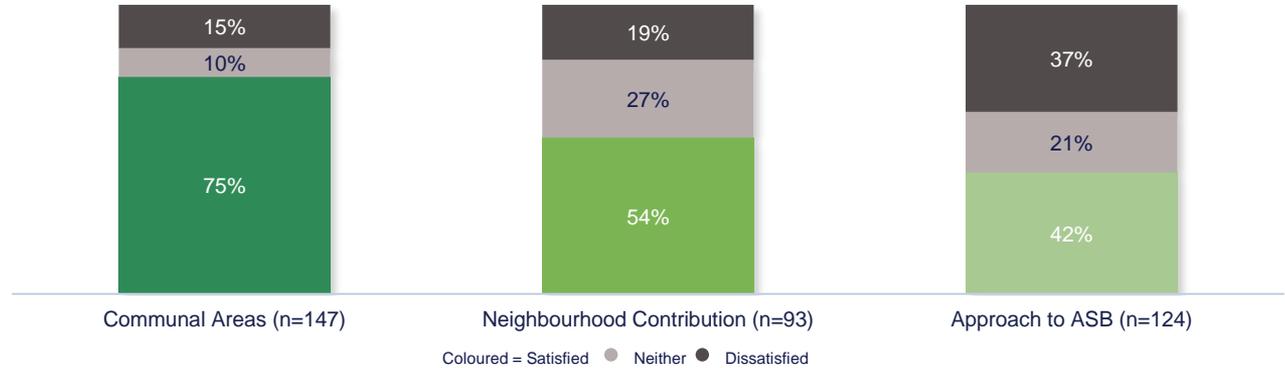


Over four-fifths of tenants stated they lived in a property that contained communal areas that Women's Pioneer are responsible for maintaining (84%). Of those tenants, three-quarters were satisfied with how Women's Pioneer maintain communal areas (75%), a 12p.p decrease since W1.

Just over half of tenants were satisfied that Women's Pioneer provides a positive contribution to their neighbourhood (53%), a 9p.p decrease since the previous survey. Additionally, 27% of tenants were neither satisfied nor dissatisfied with this measure, with a further 20% being dissatisfied.

Over two-fifths of tenants stated they were satisfied with Women's Pioneer's approach to anti-social behaviour (42%), a 7p.p decrease since W1. In addition to this, 37% of tenants were dissatisfied with this measure with a further 20% neither satisfied nor dissatisfied.

All three of the neighbourhood metrics decreased in satisfaction since the previous survey.





Respectful & Helpful Engagement



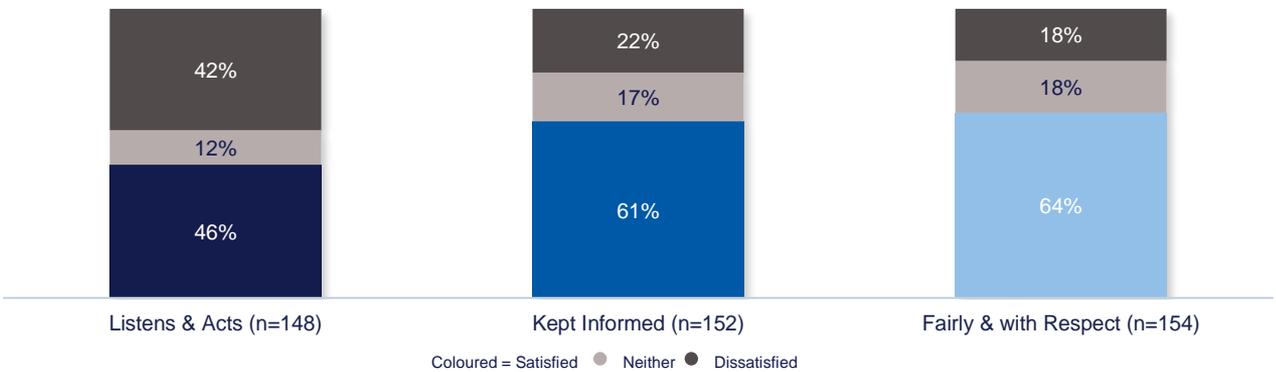
Respectful & Helpful Engagement

Less than half of tenants were satisfied with Women's Pioneer's ability to listen to tenant views and act upon them (46%), a 3p.p decrease since W1. In addition to this, 42% of tenants were dissatisfied with this metric, with a further 12% neither satisfied nor dissatisfied.

Three-fifths of tenants were satisfied that Women's Pioneer keeps them informed about things that matter to them (60%), a 3p.p decrease since the previous survey. 23% of tenants were dissatisfied with this measure, while 17% were neither satisfied nor dissatisfied.

Nearly two-thirds of tenants were satisfied that Women's Pioneer treat tenants fairly and with respect (64%, a 10p.p decrease since W1). 18% of tenants were both dissatisfied and neither satisfied nor dissatisfied.

All three engagement measures have decreased in satisfaction compared to the previous survey.





Effective Handling of Complaints



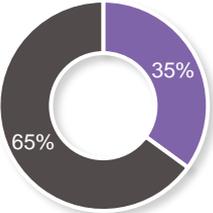
Effective Handling of Complaints

Almost a third of tenants stated they had made a complaint to Women's Pioneer in the last 12 months (32%). Of these tenants, 35% were satisfied with how their complaint was handled by Women's Pioneer.

Only 11% of tenants were very satisfied with how Women's Pioneer handled their complaint, with a further 18% being fairly satisfied. Overall, 65% of tenants were dissatisfied with how Women's Pioneer handled their complaint, broken down into 16% of tenants being fairly dissatisfied and a further 47% being very dissatisfied.

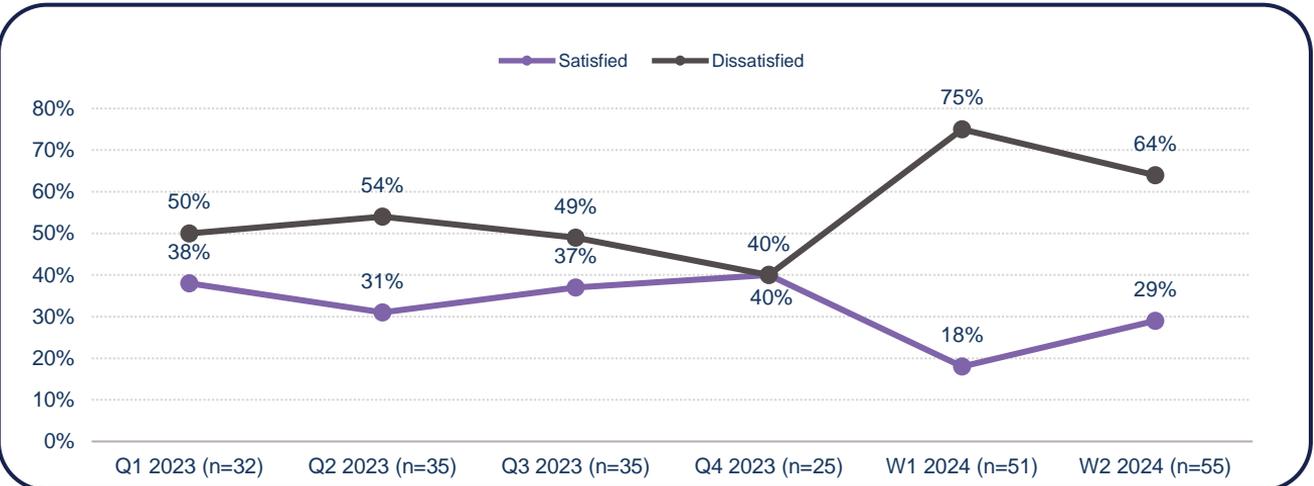
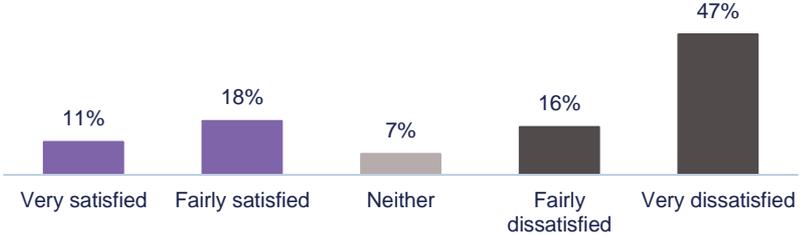
Satisfaction with complaints handling has increased 11p.p since W1 however, this is still the lowest-scoring metric in this survey and 11p.p below the highest score received for this measure in Q4 2023.

Complaint in last 12 months



■ Yes ■ No

Satisfaction with Complaints Handling





Damp



Damp and Mould

Three-tenths of tenants stated that they are currently suffering from damp and mould in their property (30%).

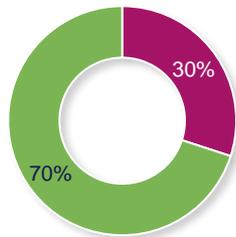
The frequency of tenants who suffer from damp and mould increased 9p.p from 21% in W1 2024 to 30% in W2 2024.

Comments referring to damp and mould issues can be seen opposite and a full list of tenants suffering from damp and mould can be found on the raw data page on the dashboard for further insight.

Adding a question asking if tenants suffering from damp and mould have reported this could be added to the survey, allowing Women's Pioneer to see who is suffering and has not reported it, so these tenants can be contacted and the issue remedied.

These issues must be investigated urgently to prevent further deterioration of the properties and to ensure tenant health and safety.

Suffering from Damp & Mould



■ Yes ■ No

Comments

Above me are terraces that are open to the weather. the rain is coming through the ceiling, and damp is appearing.

Cracks in ceiling with staining. Bubbling on the walls. Have tried to raise it. Ceiling came down in the bedroom and it took them 2 years to fix.

I had a leak and there was some mould. Someone came out to take a look, but I did not hear back from them.

My bedroom is over a flat roof. Water is coming in and causing damp and mould. It has took a lot of time to investigate the cause. It is still in the cupboard.

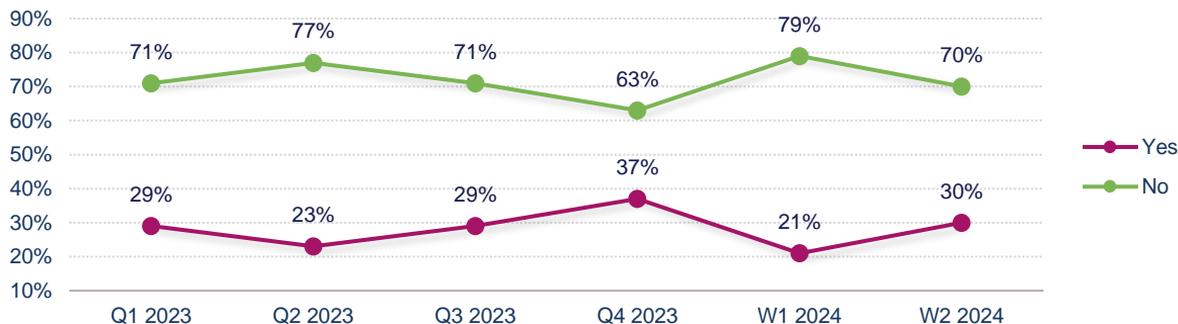
mould on window sills. Reported it but not listening.

The bathroom ceiling has lots of black spots coming through.

I have damp in the bedroom and in the living room, it is something to do with the windows, water comes through when it rains. Recently someone came out to have a look, but nothing has happened.

The ceiling in the bathroom is black and mouldy. I have not reported this.

Suffering from Damp & Mould over time





Improvements

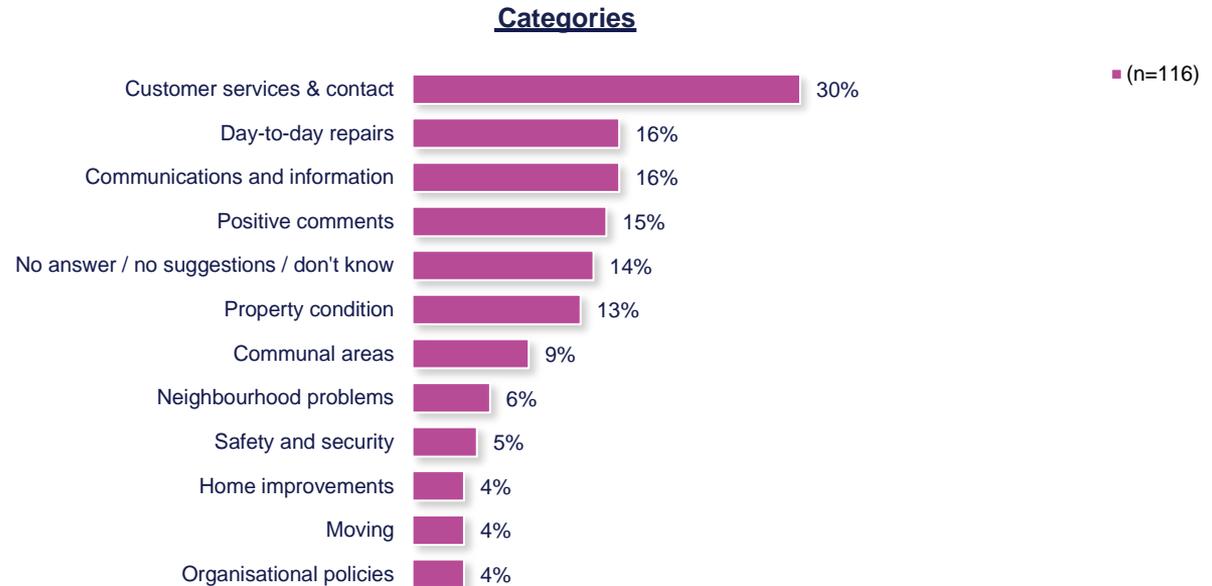


Improvement Suggestions

Finally, tenants were asked if there was anything they would like to say about how Women's Pioneer could improve its services and 116 gave comments.

Three out of ten tenants expressed customer service and contact as an improvement suggestion, specifically issues with a lack of returning calls from staff, issues with anti-social behaviour, and a lack of empathy shown by Women's Pioneer staff. One tenant explained, "*I would like them to have a clear structure with relation to key workers and communication. I would like timely call backs.*"

Other areas of improvement suggested by tenants related to the repairs process, specifically with outstanding repairs and timescale of repairs. Furthermore, communications and information, as well as property condition and neighbourhood problems. One tenant explained their issues with outstanding repairs, stating, "*Carry out my outstanding repairs. I have had to chase them four times for these.*"





Trends



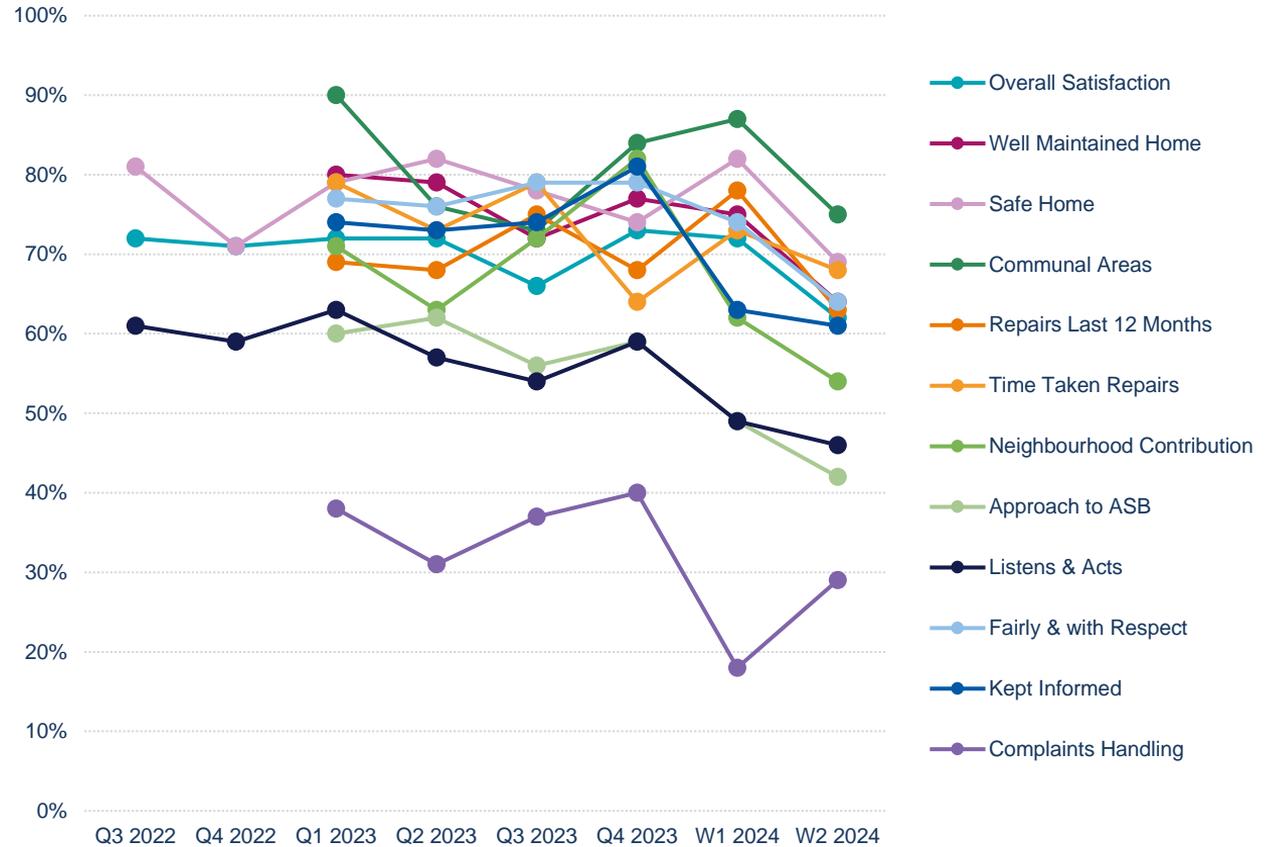
Trends Over Time

The chart opposite shows general changes in satisfaction scores over time, from previous quarterly surveys to the new bi-annual approach in 2024 onwards.

The table opposite shows that eleven of the twelve metrics in this survey decreased in satisfaction since the previous survey, including a 10p.p decrease in overall satisfaction from 72% in W1 to 62% in W2.

The one metric that increased in satisfaction in this survey was satisfaction with how Women's Pioneer handles complaints, rising 11p.p from 18% in W1 to 29% in W2.

The greatest decrease in satisfaction was for repair satisfaction in the last 12 months, decreasing 15p.p from 78% in W1 to 63% in W2.



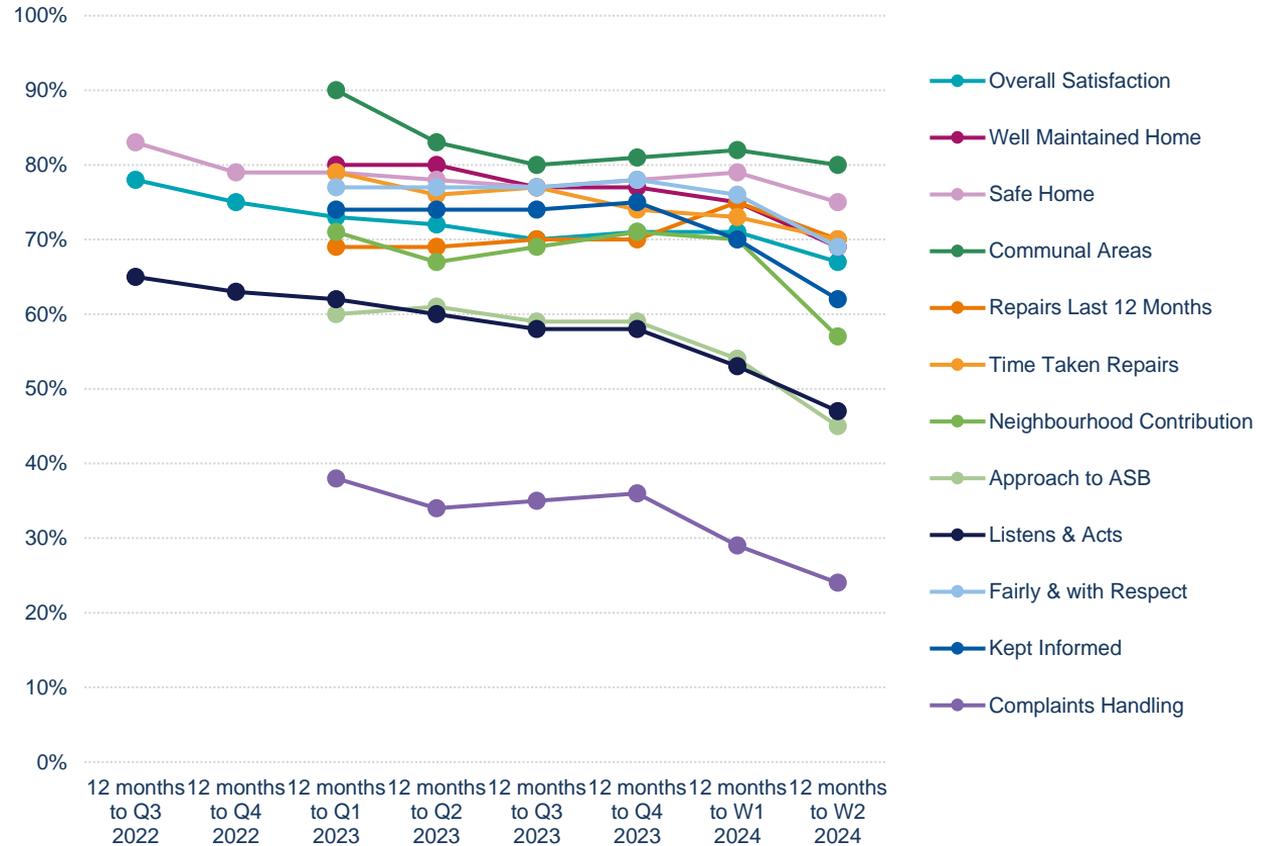


12 Month Rolling Averages

The 12-month rolling averages provide a clearer perspective and are less subject to quarterly fluctuations. However, they are influenced as much by the ratings that drop off as by those that are newly added.

All thirteen measures have decreased in satisfaction in the 12-month averages to W2 2024. Overall satisfaction fell 4p.p from 71% in the 12-month average to W1 2024 down to 67% in the 12-month average to W2 2024.

The greatest decrease in satisfaction in the 12-month average between W1 and W2 was with satisfaction that Women's Pioneer makes a positive contribution to the neighbourhood, falling 13p.p from 70% in W1 to 57% in W2.





Summary

Satisfaction with Measures



Summary



The second wave of 2024 shows mixed satisfaction scores compared to the previous Wave 1 2024 survey with eleven out of the twelve recorded metrics decreasing in satisfaction, with only one metric increasing in satisfaction.

Overall satisfaction has decreased by 10p.p since W1 with just over three-fifths of tenants being satisfied (62%) compared to 72% satisfaction in W1. This is a sizeable decrease, and it will be important to observe if this metric recovers in Wave 3. Further analysis of individual comments around overall satisfaction and open-ended comments that drive satisfaction is worth undertaking following this decline.

Only four measures received a satisfaction score of below 60%, those being the following: complaints handling (29%), Women's Pioneer's approach to anti-social behaviour (42%), Women's Pioneer's ability to listen to tenant views and act upon them (46%), and satisfaction that Women's Pioneer makes a positive contribution to their neighbourhood (54%).

Only one measure has increased in satisfaction since the previous survey. This is satisfaction with how Women's Pioneer handles complaints, which increased by 11p.p from 18% in W1 to 29% in W2. However, this remains the lowest-scoring measure in this survey, 13p.p less than the second lowest scoring metric. This satisfaction with Women's Pioneer's approach to anti-social behaviour at 42%. However, both metrics are often the lowest-scoring measure across the sector, particularly for complaints handling.

The metric which received the greatest satisfaction score in this survey was satisfaction that Women's Pioneer maintains communal areas with a satisfaction score of 75%, however, this is a 12p.p decrease since W1. Women's Pioneer's ability to provide a home that is safe is often one of the highest-scoring measures across the sector, this seems to be the case for this survey also, with a satisfaction score of 69%, the second highest measure in this survey.

The survey included several open-ended questions that allowed tenants to elaborate on their answers and express their reasons for dissatisfaction. The most common request from tenants was for improvements in customer services and contact, particularly regarding a lack of communication between tenants and Women's Pioneer staff. Additionally, tenants raised concerns about the repairs process, with comments from tenants giving their personal experiences.



Recommendations

The survey shows areas of strong performance while also identifying specific areas for improvement based on the feedback and comments provided by tenants.

The tenants' comments offer valuable insight into their primary concerns, enabling Women's Pioneer to focus on enhancing services that require attention.

Below are some recommendations that Women's Pioneer may consider implementing to improve tenant satisfaction in the future.

Repairs process

Although repairs and maintenance metrics scored well in W2, issues surrounding the repairs process were the second most suggested area of improvement by tenants. Satisfaction scores for repairs and the timescale of repairs have both decreased since W1. Adding an open question asking tenants to describe why they were dissatisfied with the repairs process would allow further insight into current issues in the repairs process as well as allowing Women's Pioneer to action changes to improve this metric for future surveys. Additionally, it is important to keep tenants informed on the repairs process, improving communication and allowing tenants to see that their issues are being handled properly and promptly.

Complaints handling

Complaints handling was the lowest-scoring measure in this survey with a satisfaction score of 29%. Although this was the only measure to increase in satisfaction since W1, it is still the lowest-scoring measure by 13p.p. Due to the low satisfaction scores with complaints handling, using an open question, asking tenants to explain their complaints handling satisfaction score would provide more insight into tenant issues with the current complaints process, additionally, allowing active changes to be put in place by Women's Pioneer aiming to improve satisfaction for this measure for future surveys.

Neighbourhood engagement

Measures relating to neighbourhood engagement were two of the four lowest-scoring measures in this survey. Satisfaction that Women's Pioneer makes a positive contribution to their neighbourhood received a satisfaction score of 54% and their approach to anti-social behaviour received a satisfaction score of 42%. Active engagement with tenants, informing them of actions taken to reduce anti-social behaviour and improvements they make to the neighbourhood would allow tenants to see active changes and improvements, which could increase satisfaction for these measures for future surveys.



Demographics



Needs

The table opposite shows the breakdown of metric satisfaction scores by needs. Tenants living in sheltered accommodation were more satisfied than general needs tenants in nine of the thirteen measures, including overall satisfaction with a 9p.p difference.

General needs tenants were more satisfied than sheltered tenants in two measures; Repairs satisfaction in the last 12 months, and the time taken for repairs.

The greatest difference in satisfaction scores between tenures was a 26p.p difference in Women's Pioneer's approach to anti-social behaviour, with 64% of sheltered tenants satisfied compared to 38% for general needs.

For complaints handling satisfaction was 32p.p higher amongst sheltered tenants, although less than 10 responses for sheltered were received so this is not statistically valid.

	All Residents	General Needs	London Affordable	Sheltered
Overall Satisfaction	62%	61%	0% *	70%
Well Maintained Home	64%	62%	0% *	77%
Safe Home	69%	67%	0% *	81%
Repairs Last 12 Months	63%	65%	100% *	50%
Time Taken Repairs	68%	71%	0% *	60%
Communal Areas	75%	73%	100% *	84%
Neighbourhood Contribution	54%	53%	- *	56%
Approach to ASB	42%	38%	0% *	64%
Listens & Acts	46%	45%	0% *	54%
Kept Informed	61%	59%	0% *	72%
Fairly & with Respect	64%	62%	0% *	80%
Complaints Handling	29%	24%	0% *	56% *

*Base below 10



Age Group

It is often found in surveys of this kind that satisfaction increases with age, and this generally appears to be the case here.

Tenants aged 35 – 44 are the least satisfied age group, receiving the lowest satisfaction scores in seven of the thirteen measures, including overall satisfaction with a score of 35%, 43p.p lower than tenants aged 60 – 64.

Tenants aged 65 – 74 received the greatest satisfaction score in six of the thirteen measures however, tenants aged 60 – 64 received the greatest overall satisfaction. This is because not all measures are interlinked, meaning a greater satisfaction score for one measure, may not increase overall satisfaction.

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +	Unknown
Overall Satisfaction	62%	33% *	50%	35%	52%	77%	78%	68%	54%	100% *	0% *
Well Maintained Home	64%	33% *	60%	42%	63%	65%	76%	74%	45%	100% *	0% *
Safe Home	69%	33% *	75% *	42%	67%	58%	72%	85%	82%	100% *	100% *
Repairs Last 12 Months	63%	100% *	63% *	54%	53%	55%	67%	81%	44% *	- *	0% *
Time Taken Repairs	68%	0% *	63% *	77%	42%	82%	81%	74%	56% *	- *	100% *
Communal Areas	75%	50% *	67% *	60%	61%	79%	80%	86%	80%	100% *	0% *
Neighbourhood Contribution	54%	0% *	75% *	33% *	50%	50%	79%	48%	50% *	100% *	- *
Approach to ASB	42%	0% *	43% *	33%	37%	33%	47%	45%	60%	100% *	0% *
Listens & Acts	46%	33% *	43% *	29%	48%	29%	56%	56%	50%	100% *	0% *
Kept Informed	61%	50% *	50% *	41%	52%	58%	72%	65%	75%	100% *	- *
Fairly & with Respect	64%	33% *	67% *	56%	52%	48%	76%	78%	75%	100% *	0% *
Complaints Handling	29%	33% *	25% *	17% *	17%	25% *	40% *	36%	60% *	- *	0% *

*Base below 10



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

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