

Chrysalis Supported Associated Ltd

Tenant Satisfaction Measures Survey: 2024 Results

June 2024



Document Overview

Chrysalis Supported Association Ltd.

Chrysalis is a Registered Provider of Social Housing (“RP”) operating throughout England.

- Chrysalis provides specialised supported housing for vulnerable individuals with care and support needs. As the RP, Chrysalis is responsible for providing housing management services.
- Usually, there is then a specialist care provider (commissioned by the local authority) who is responsible for delivering care and support services to tenants living in the homes.
- In total, Chrysalis acts as the RP for a portfolio of 76 properties, consisting of 324 units, of which 286 units are occupied as of May 2024.

Tenant Satisfaction Measures

The Tenant Satisfaction Measures (“TSMs”) provide a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services.

- The TSMs were introduced in November 2020 within the government’s social housing white paper ‘The Charter for Social Housing Residents’. They form one element of the government’s efforts to reshape consumer regulation and improve conditions for people living in social housing.
- The central aims of the TSMs are to provide tenants with greater transparency about their landlord’s performance and inform the regulator about how a landlord is complying with consumer standards. To achieve these aims, it is critical that TSMs are calculated and reported by providers on a consistent basis.
- The requirements officially came into force on 1 April 2023, with landlords starting to collect data for TSMs from this date.
- In summer 2024, landlords with 1,000 or more homes will send the RSH their first year of TSMs data. The first year of sector-wide TSMs data will then be published by the RSH in autumn 2024.
- For landlords with less than 1,000 homes, a ‘small provider pilot TSM return’ is currently being run by the RSH. Chrysalis is a part of this pilot programme. Results for the pilot opened in April 2024, and the deadline for submissions is 30 June 2024.

Overview of Survey Sample

In total, 111 survey responses were provided by Chrysalis tenants. Of these:

- 1 (1%) was completed by family members on behalf of tenants*
- 58 (52%) were completed by support workers on behalf of tenants*
- 51 (46%) were completed by tenants themselves
- 1 (1%) did not disclose this information

**This is due to many tenants being unable to complete surveys independently due to their support needs.*

Of the 111 surveys submitted:

- 110 (99%) were completed using a paper version
- 1 (1%) was completed using an online form

Responses were submitted by tenants living across 32 different properties.

68 respondents (61% of sample) indicated that they would be happy to be contacted by Chrysalis regarding the feedback they have provided. Of those, 66 provided their names to enable Chrysalis to follow up.

TSMs – Summary of Approach

Requirement	Summary of Approach
Sample size	111 responses.
Timing of survey	April – May 2024.
Collection methods	Chrysalis Housing Managers implemented the surveys during their fortnightly property visits. The vast majority of tenants were presented with the survey by their housing managers on a paper version (one tenant completed the survey through an online surveying tool, Jotform).
Sample method	<p>No sampling method was used – Chrysalis undertook a census approach, therefore aiming to survey all tenants. However, some tenants lack capacity and so appointees or care providers could support them to complete surveys, while all had the option not to take part.</p> <p>In total, 111 responses were gathered which constitutes 39% of Chrysalis’ occupied units. This included responses gathered from 32 out of 76 Chrysalis properties (42%).</p> <p>Taken from RSH Guidance, ‘TSM – Tenant Survey Requirements’: ‘A small provider that undertakes a census approach will be considered to have met the requirement for statistical accuracy, irrespective of the number of responses they achieve.’</p>
Summary of assessment of representativeness of sample against tenant population	All tenants were invited to participate in the survey, however some declined to take part and others needed to be supported by representatives to complete the survey due to a lack of capacity (see slide 10 for more details).
Weighting	No weighting applied.
Role of any external contractors	The Good Economy was commissioned to design the survey in partnership with Chrysalis, and to monitor and analyse the responses received.

TSMs – Summary of Approach (continued)

Requirement	Summary of Approach
<p>Accessibility and barriers to responding</p>	<p>The tenant population almost entirely consists of people with learning disabilities and/or other support requirements. Additional visual features (emoji's) were therefore used to overcome barriers to responding and to increase overall accessibility of the form. The following emoji's were used alongside the standard TSM response scales:</p> <ul style="list-style-type: none"> • 😊 (Unicode: U+1F603) – Very satisfied • 😄 (Unicode: U+1F642) – Fairly satisfied • 😐 (Unicode: U+1F610) – Neither satisfied nor dissatisfied • 😞 (Unicode: U+1F641) – Fairly dissatisfied • 😡 (Unicode: U+1F620) – Very dissatisfied <p>In line with RSH guidance, surveys completed by support workers or family members on behalf of tenants are considered ineligible for reported TSM results. Therefore, the survey results have been split out between the whole sample and the sample of respondents who indicated that they were answering the survey for themselves. Only surveys completed by tenants themselves are included in the reported TSM results (see slide 10 for more details).</p>
<p>Number of tenant households not included in sample frame due to exceptional circumstances</p>	<p>None – a census approach was undertaken.</p>
<p>Reasons for any failure to meet required sample size</p>	<p>None – a census approach was undertaken.</p>
<p>Type and amount of incentives offered</p>	<p>None.</p>
<p>Any other methodological issues likely to have a material impact on measures reported</p>	<p>See 'Data Risks' slide.</p>

Splitting out survey sample based on ‘who’ responded

In line with RSH guidance, surveys completed by support workers or family members on behalf of tenants are considered ineligible for reported TSM results.

- As a result, the survey results in this presentation have been split out based on ‘who’ responded to the survey:
 1. **Total sample** – including all respondents, regardless of ‘who’ responded to the survey (i.e. including the submissions of tenants responding directly themselves and the submissions provided by family members/support workers on behalf of tenants).
We understand that these results will form Chrysalis’ general resident survey results, which will be reported within Chrysalis’ annual report.
 2. **TSM results sample** – including only the responses in which respondents indicated that they were answering the survey directly themselves.
We understand that these results will form Chrysalis’ TSM results, which will be submitted to the RSH as part of the small provider pilot return.

Data Risks

The following data risks have been identified as potentially being relevant to this survey:

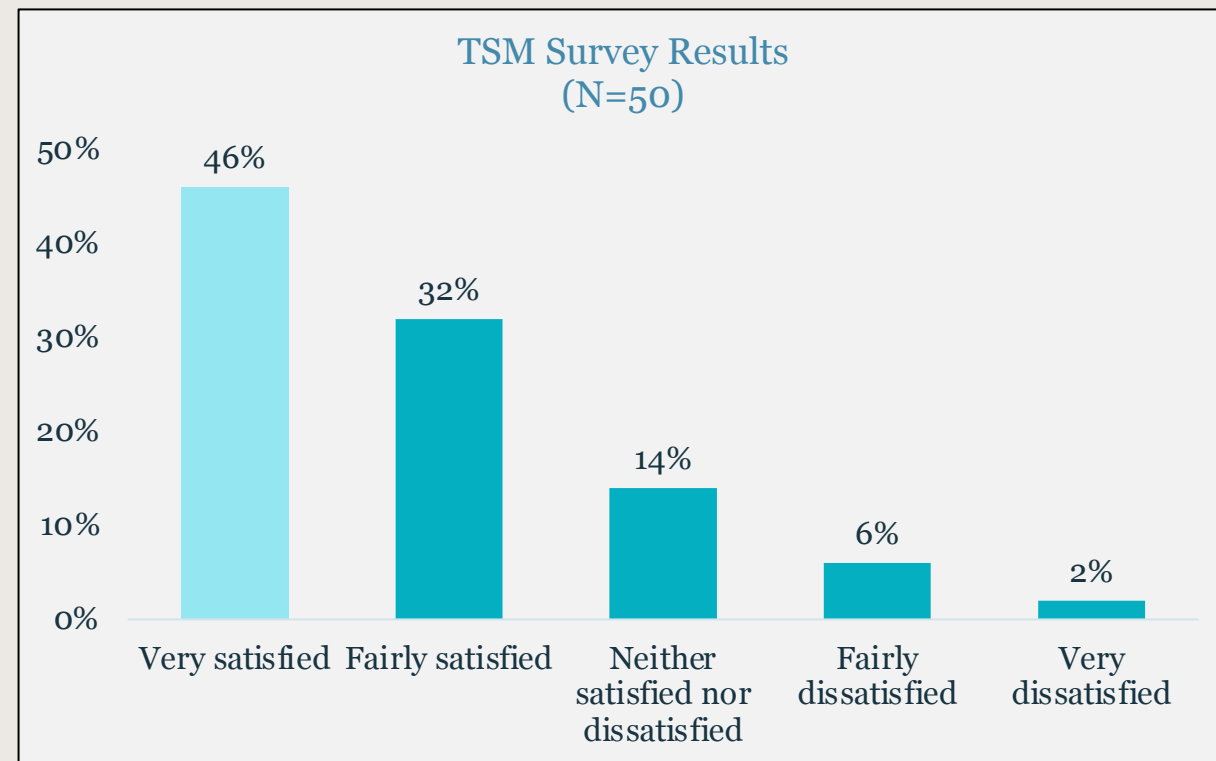
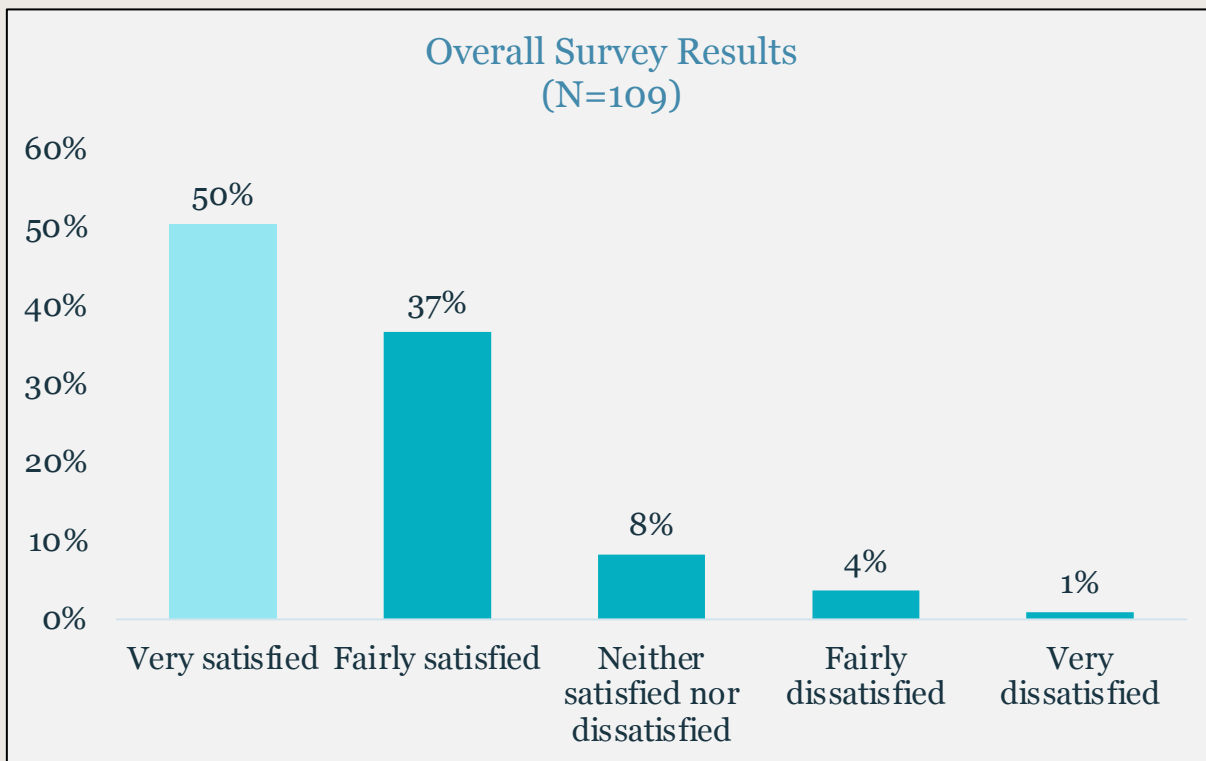
- **Support workers/family members completing surveys on behalf of tenants** – due to the support needs of the tenant population, 53% of survey responses were completed by support workers or family members on behalf of tenants. This increases evidence risk as the true feelings of tenants may not be represented (particularly if they do not feel able to communicate those feelings to their support staff). As noted on slide 10, this risk relates to the overall sample of responses, but not the TSM results, as this will only include the results of tenants completing the surveys directly.
- **Lack of capacity on behalf of tenants to understand a wordy survey** – to align with TSM requirements, the survey had to very closely follow the wording as outlined by the RSH. To improve accessibility given the capacity and support requirements of the tenant population being surveyed, we were permitted to include emoji's alongside the standard response scales. However, this does not solve the issue entirely as the question wording had to remain the same.
- **Tenant consent confirmation** – in line with good practice, we included a tenant consent question at the start of the survey outlining what the survey was being used for, who was collecting the info, and asking residents to confirm that they gave consent. However, given virtually all the responses completed this year were done on paper rather than Jotform (where you can make the consent box mandatory in order to continue with the rest of the survey), respondents could skip the consent box and carry on with the rest of the survey. Unfortunately, respondents failed to check the tenant consent box for 32% of the sample of responses received. However, we have chosen to include these responses in the overall analysis. This decision has been taken because we feel that respondents have been made aware of their consents and the use of the survey through the statement, and then gone on to complete the survey, therefore providing implied consent.



TSM Questions: Survey Results

TP01 – Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Chrysalis?

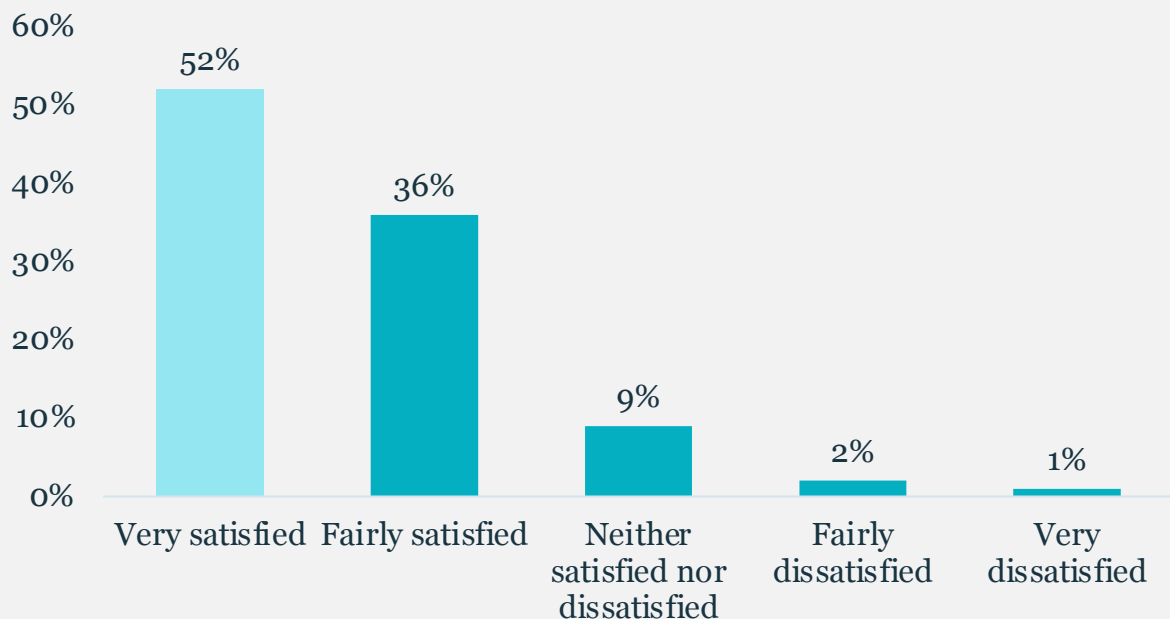


TPO2 – Satisfaction with repairs

How satisfied or dissatisfied are you with the overall repairs service from Chrysalis over the last 12 months?

103 tenants have had Chrysalis carry out a repair to their home in the last 12 months (93% of total sample). Of those:

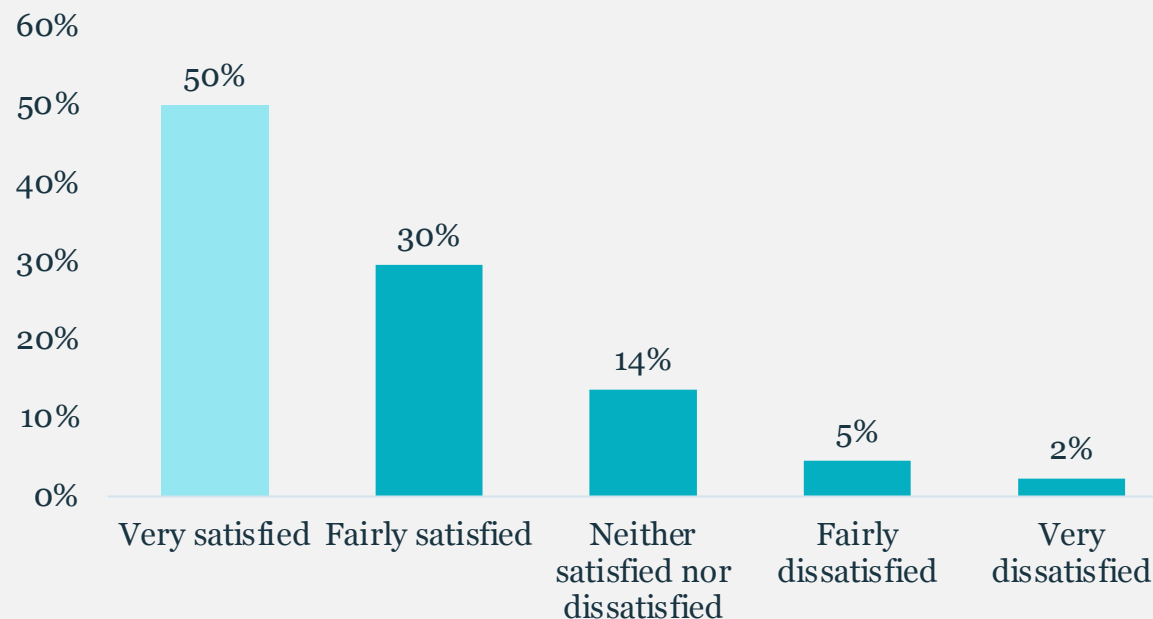
Overall Survey Results
(N=100*)



*Note N = 100 because some tenants who reported having had a repair carried out did not then respond to the question about satisfaction with the repair.

46 tenants answering the survey for themselves have had Chrysalis carry out a repair to their home in the last 12 months (90% of TSM sample). Of those:

TSM Survey Results
(N = 44*)

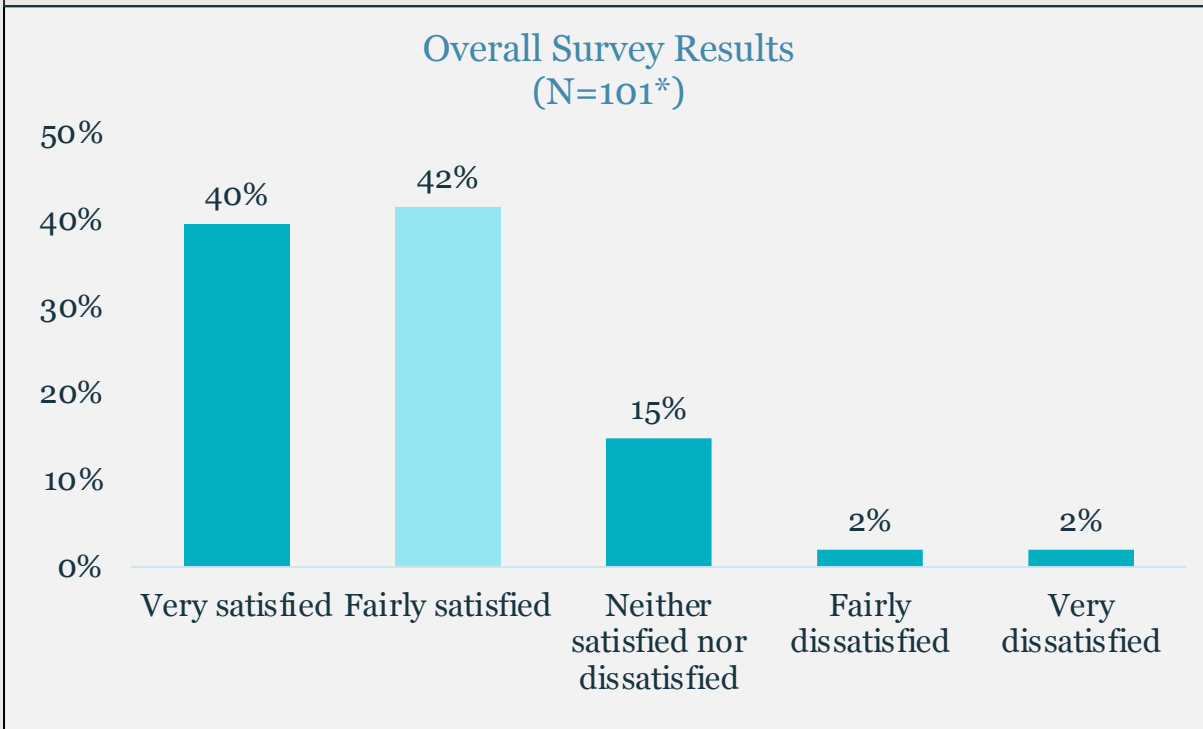


*Note N = 44 because some tenants who reported having had a repair carried out did not then respond to the question about satisfaction with the repair.

TP03 – Satisfaction with time taken to complete most recent repair

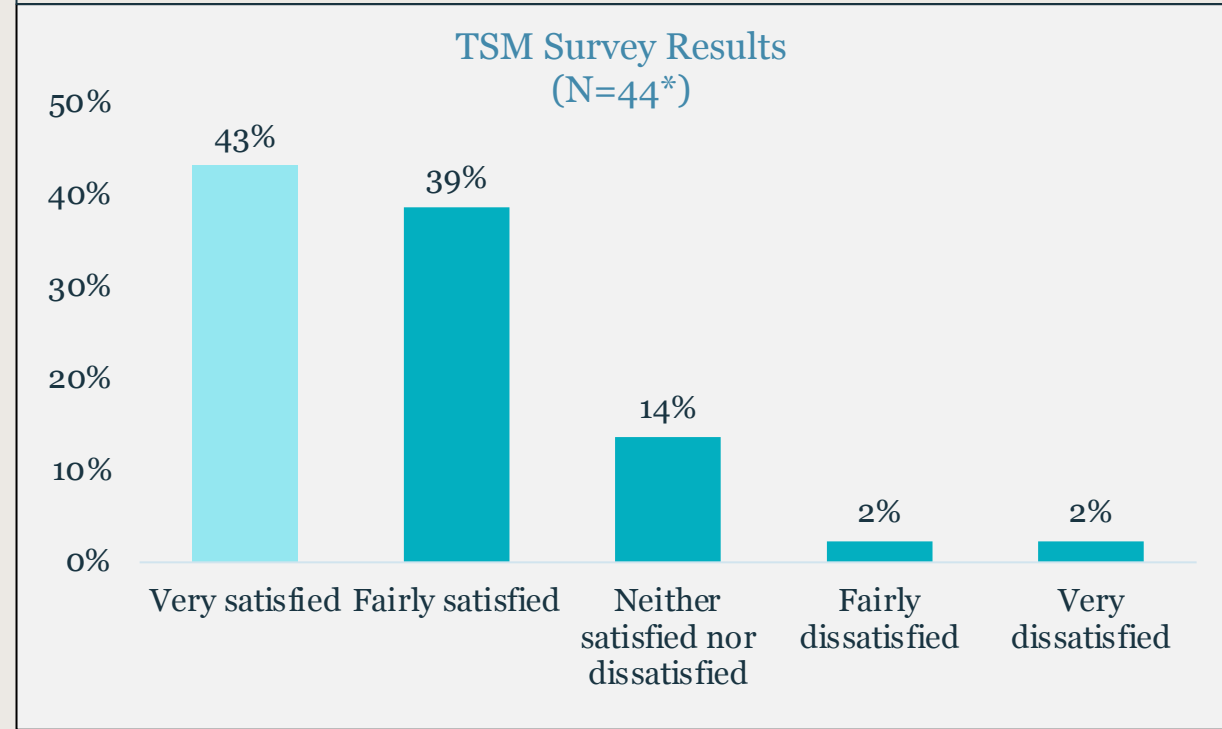
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

103 tenants have had Chrysalis carry out a repair to their home in the last 12 months (93% of total sample). Of those:



*Note N = 101 because some tenants who reported having had a repair carried out did not then respond to the question about satisfaction with the repair.

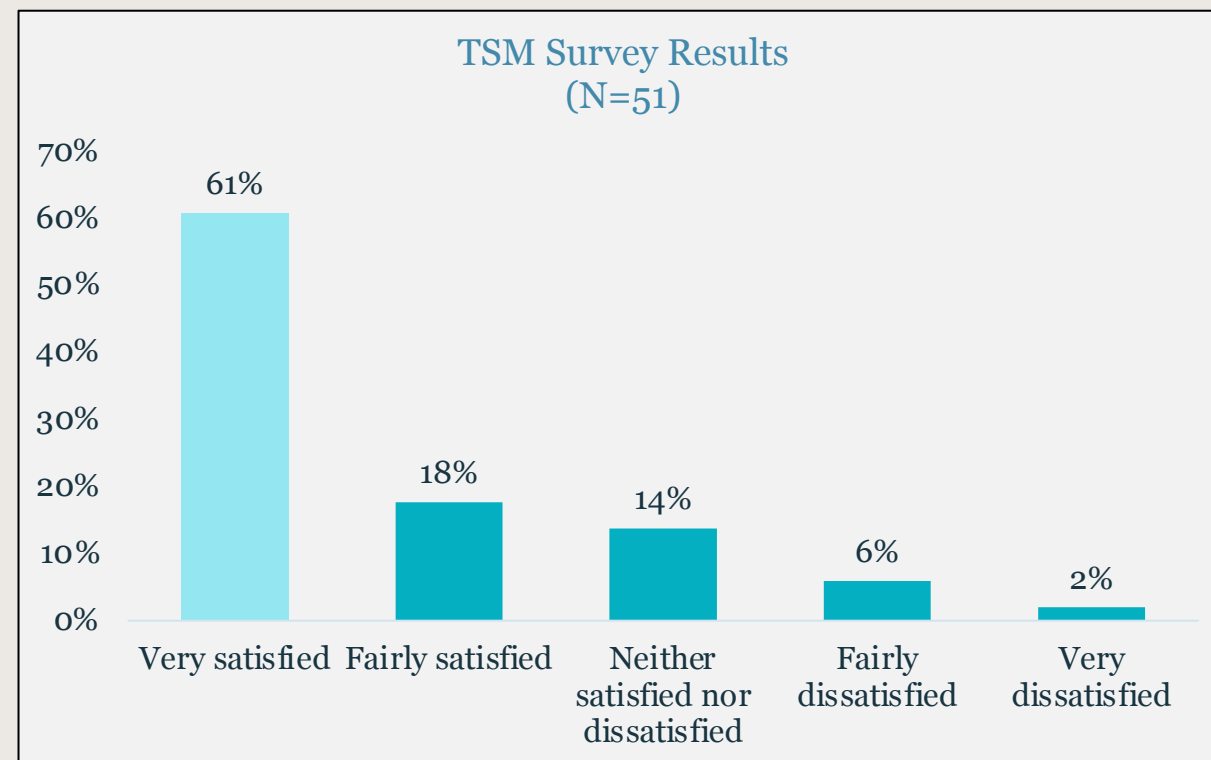
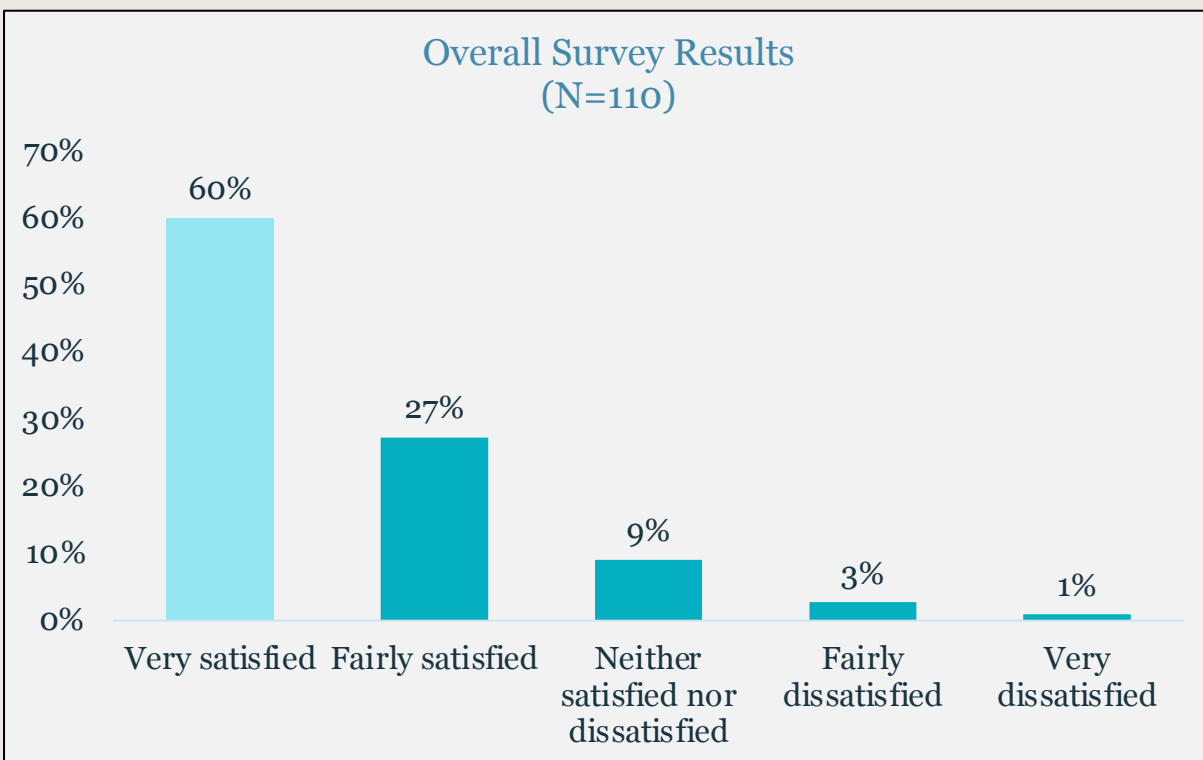
46 tenants answering the survey for themselves have had Chrysalis carry out a repair to their home in the last 12 months (90% of TSM sample). Of those:



*Note N = 44 because some tenants who reported having had a repair carried out did not then respond to the question about satisfaction with the repair.

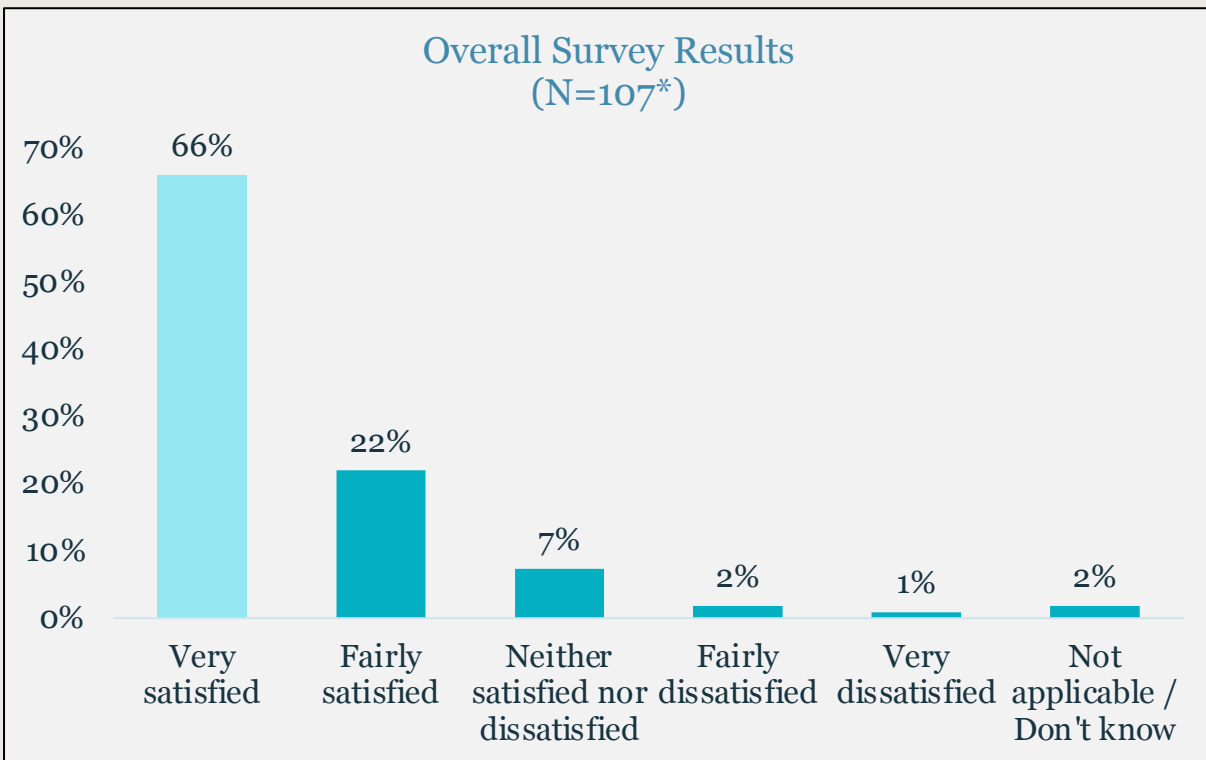
TPO4 – Satisfaction that home is well-maintained

How satisfied or dissatisfied are you that Chrysalis provides a home that is well maintained?

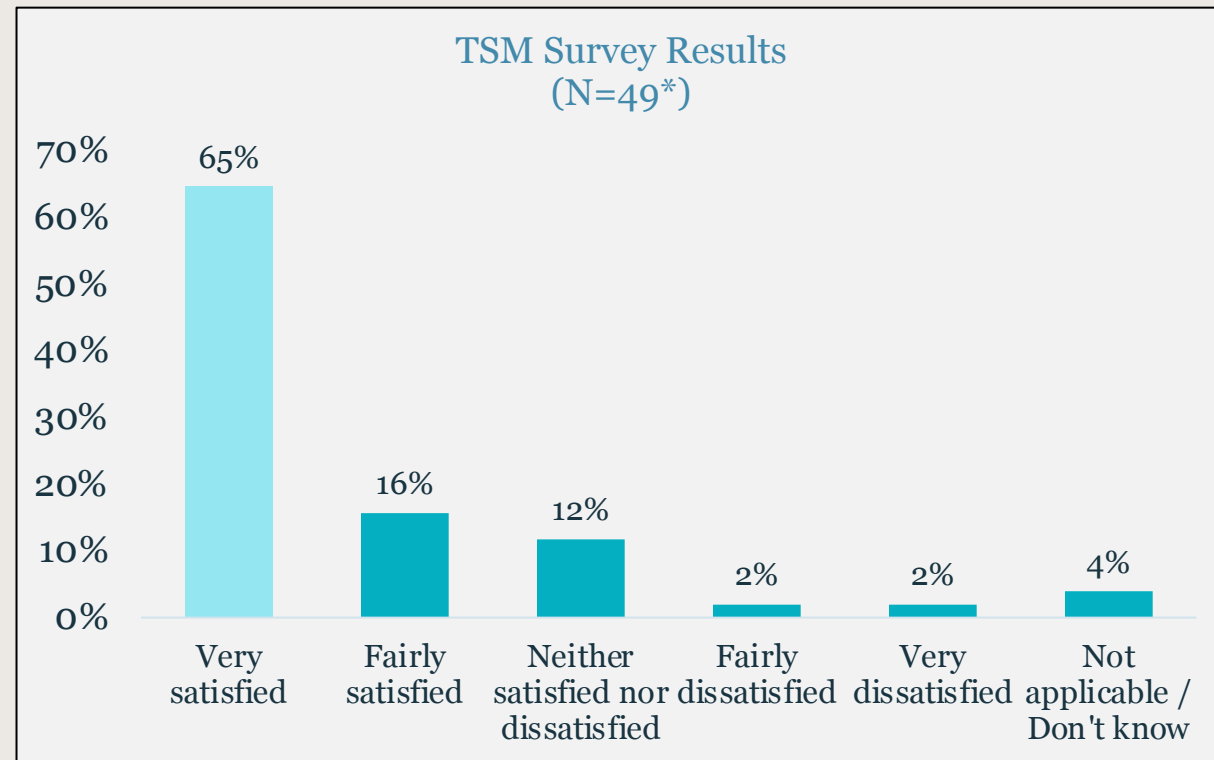


TPO5 – Satisfaction that home is safe

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



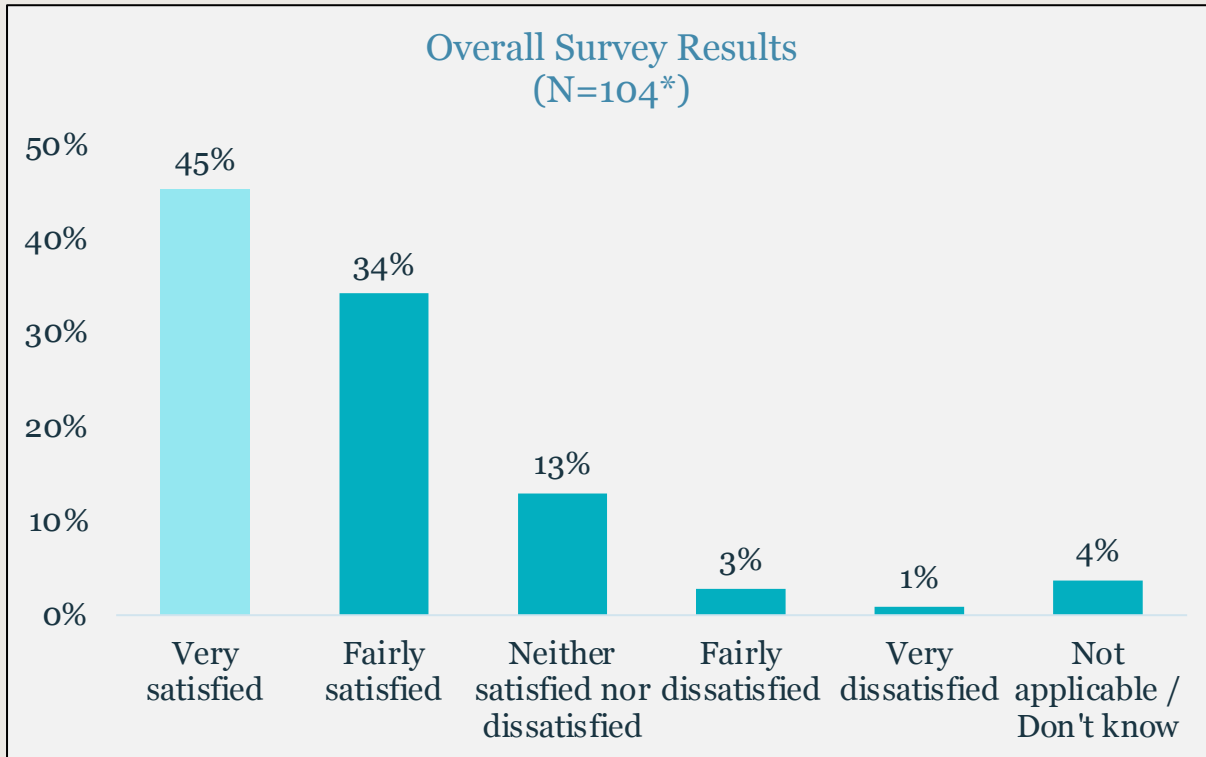
*Excluding 'Not applicable / Don't know'



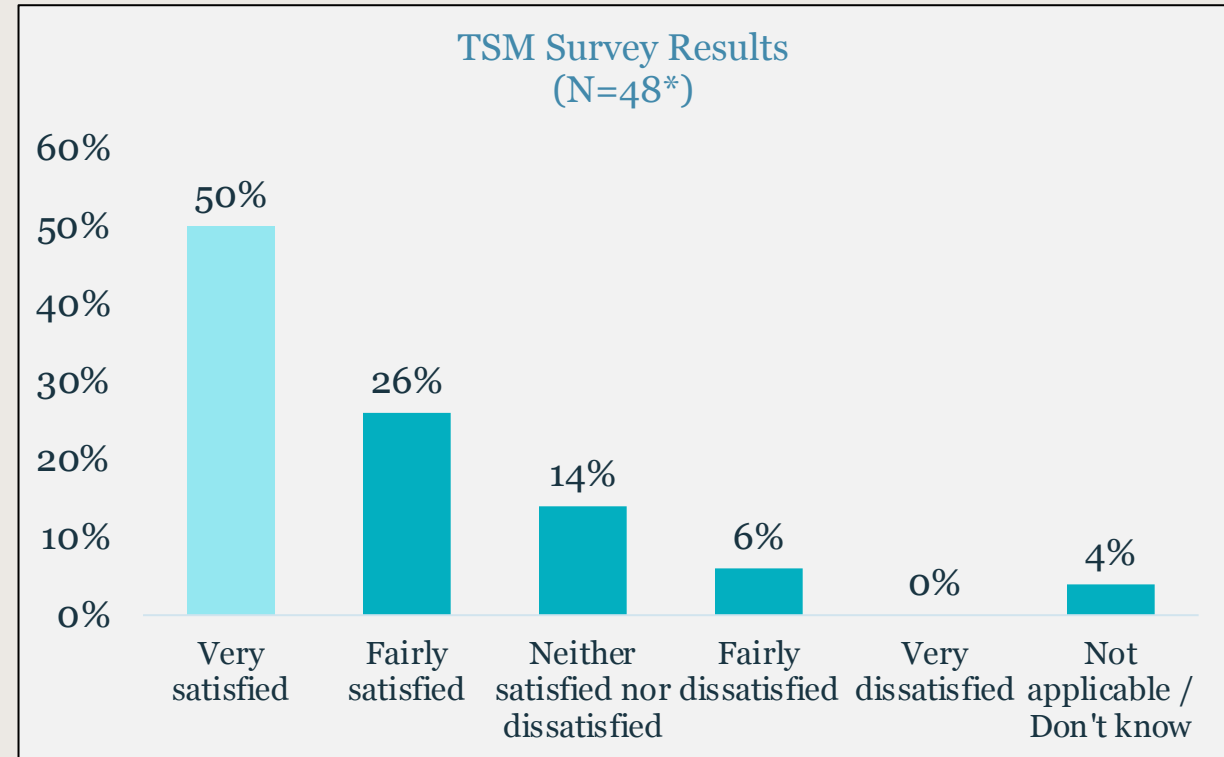
*Excluding 'Not applicable / Don't know'

TPO6 – Satisfaction that landlord listens to tenant views and acts upon them

How satisfied or dissatisfied are you that Chrysalis listens to your views and acts upon them?



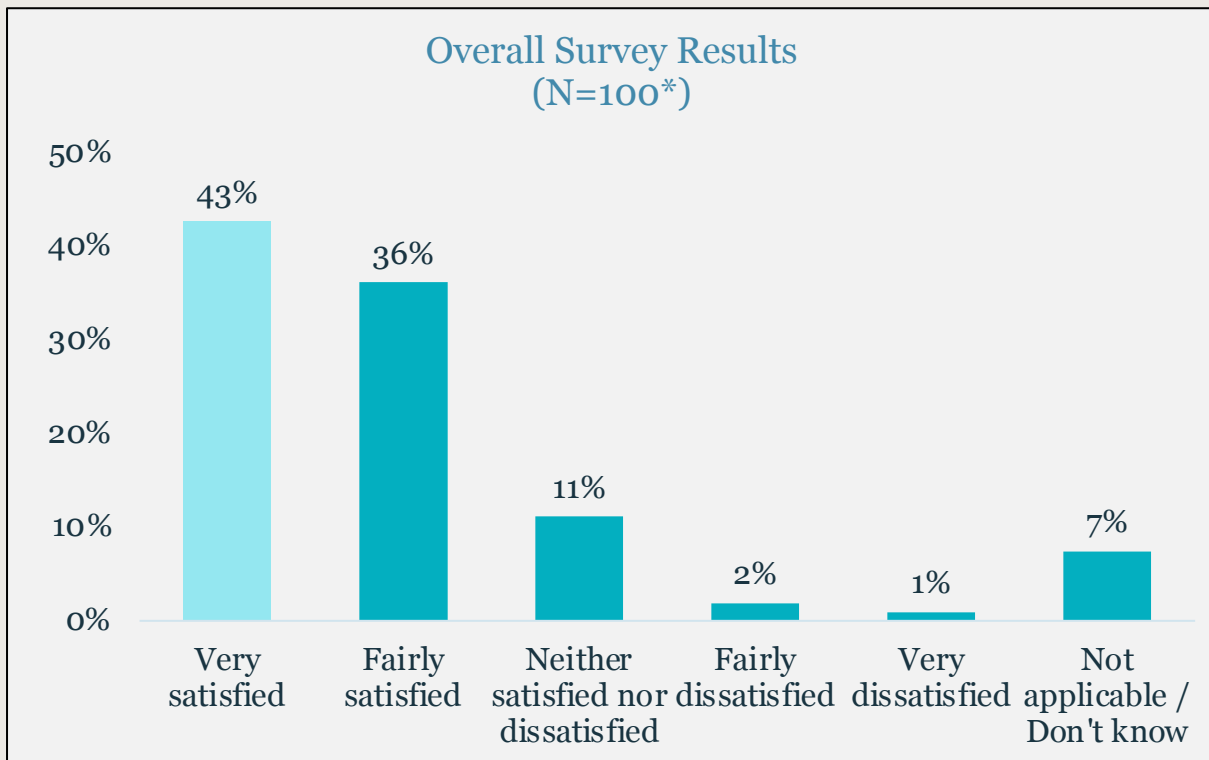
*Excluding 'Not applicable / Don't know'



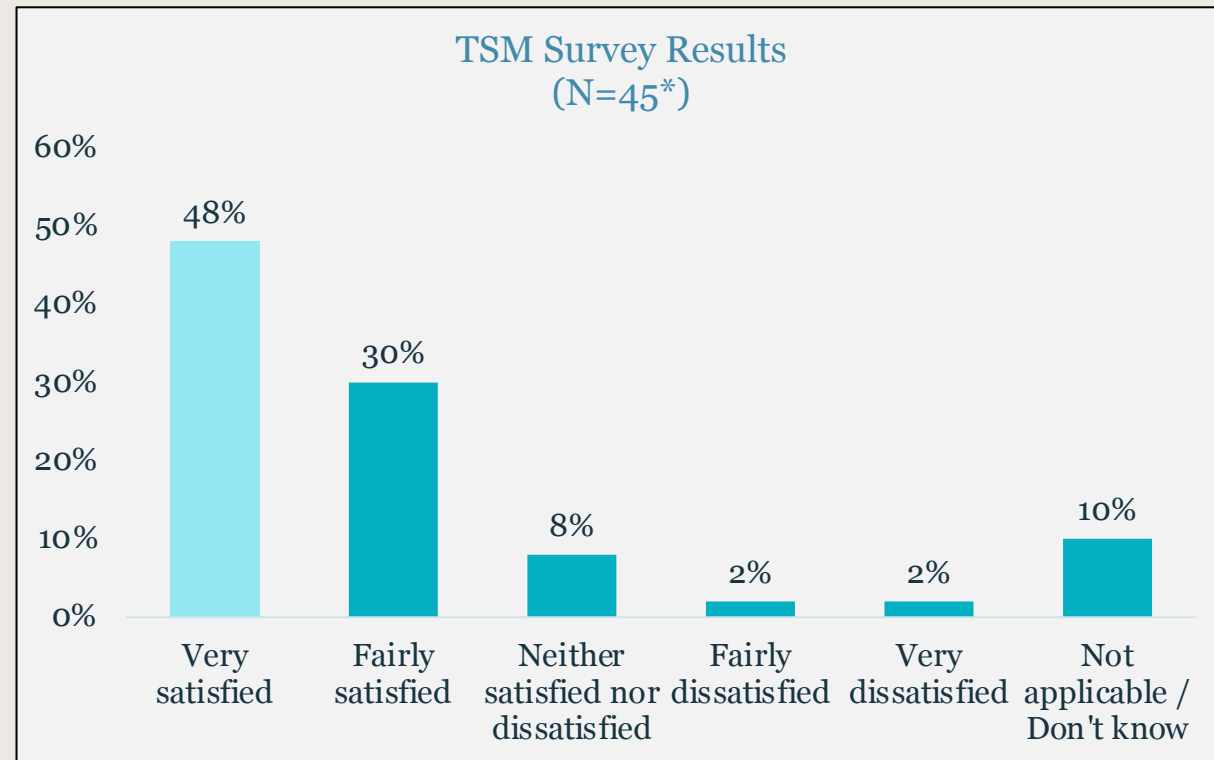
*Excluding 'Not applicable / Don't know'

TP07 – Satisfaction that landlord keeps tenants informed about things that matter to them

How satisfied or dissatisfied are you that Chrystalis keeps you informed about things that matter to you?



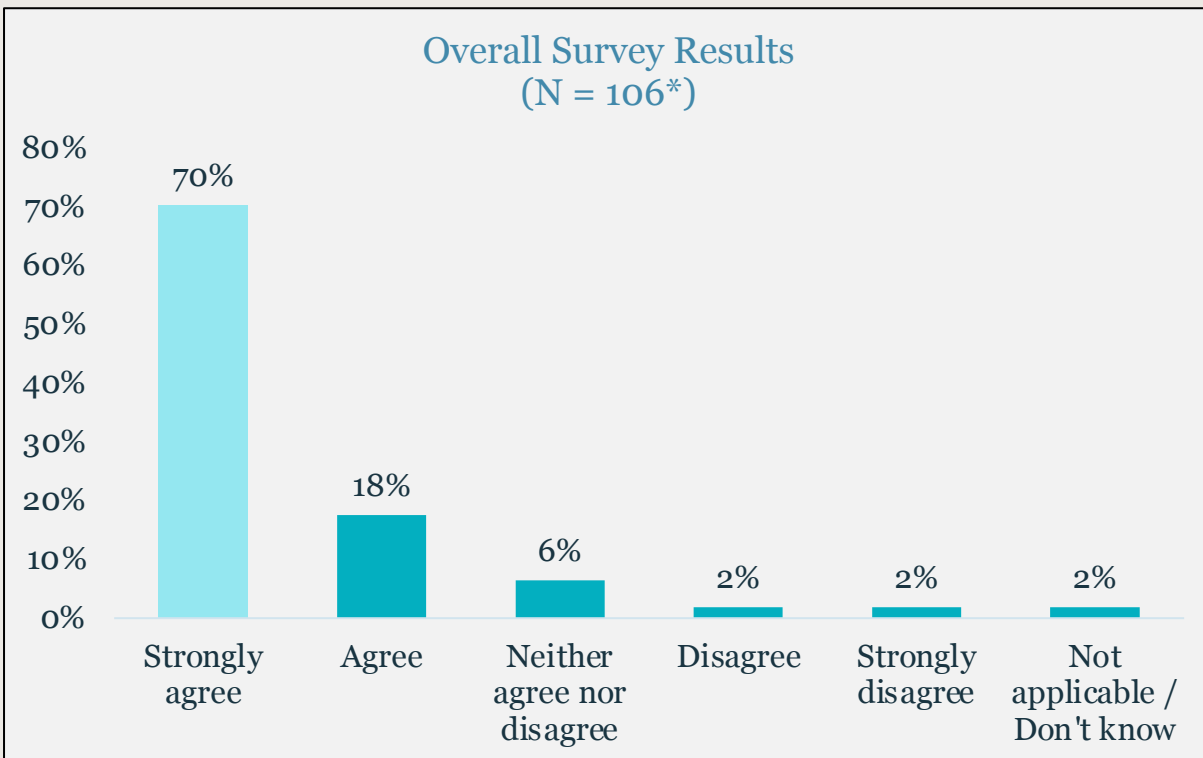
*Excluding 'Not applicable / Don't know'



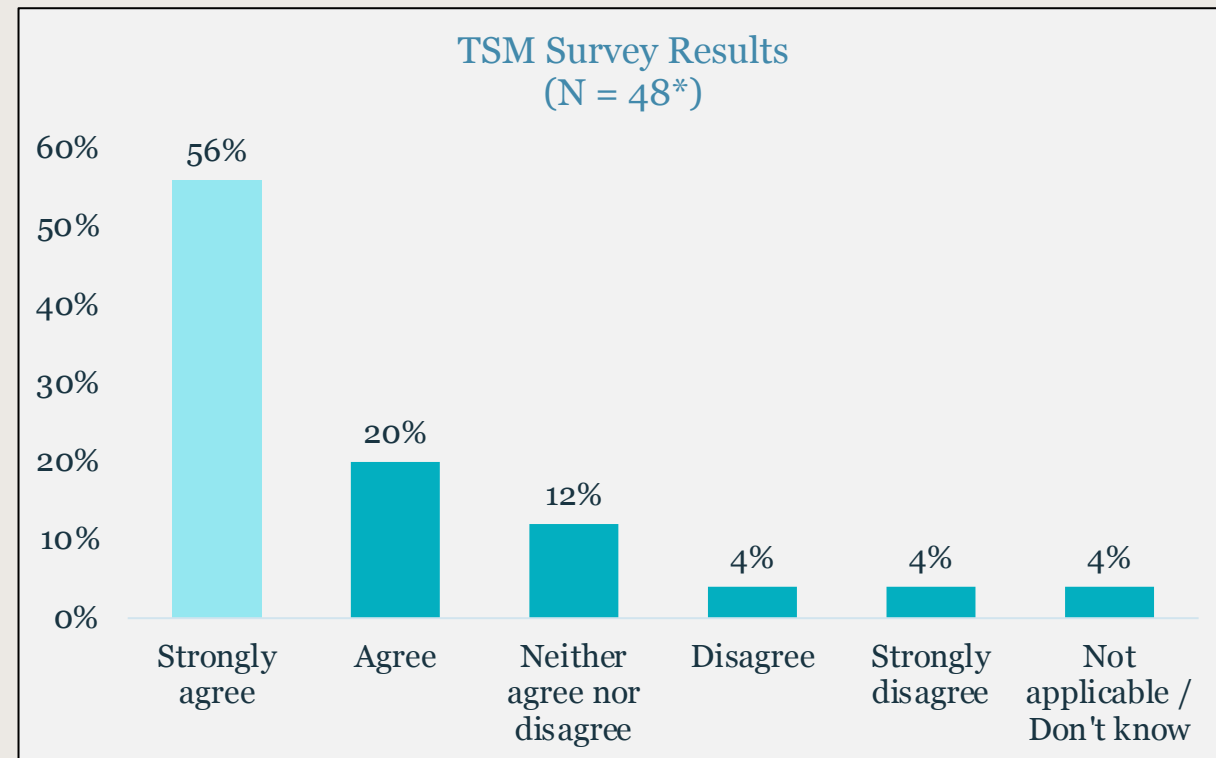
*Excluding 'Not applicable / Don't know'

TPO8 – Satisfaction that landlord treats tenants fairly & with respect

To what extent do you agree or disagree with the following: "Chrysalis treats me fairly and with respect"?



*Excluding 'Not applicable / Don't know'



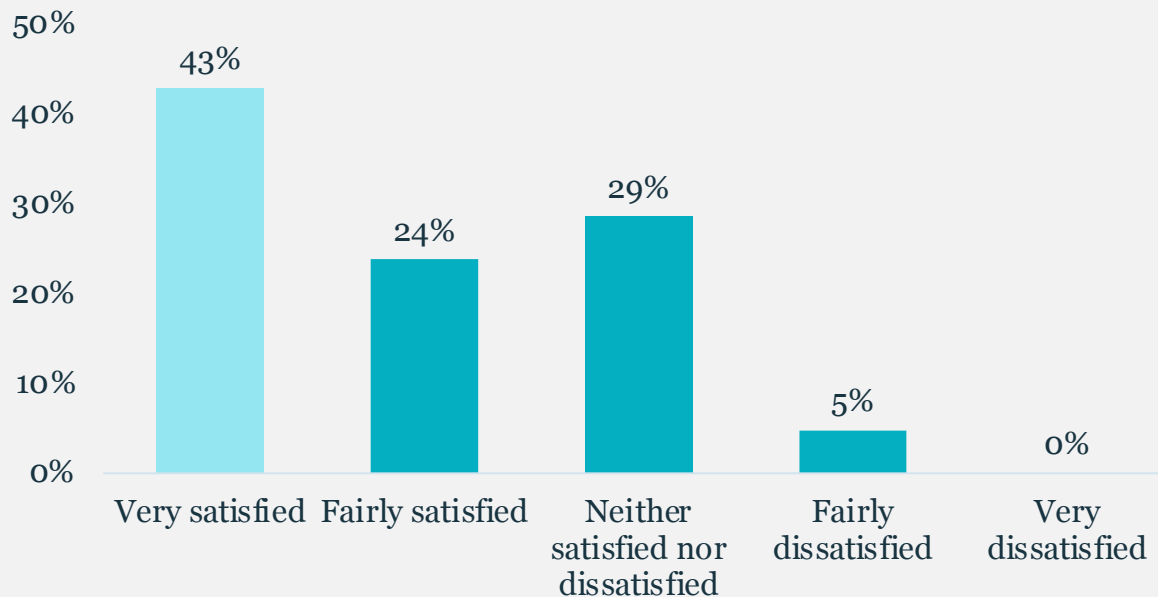
*Excluding 'Not applicable / Don't know'

TP09 – Satisfaction with landlord’s approach to handling complaints

How satisfied or dissatisfied are you with Chrysalis' approach to complaints handling?

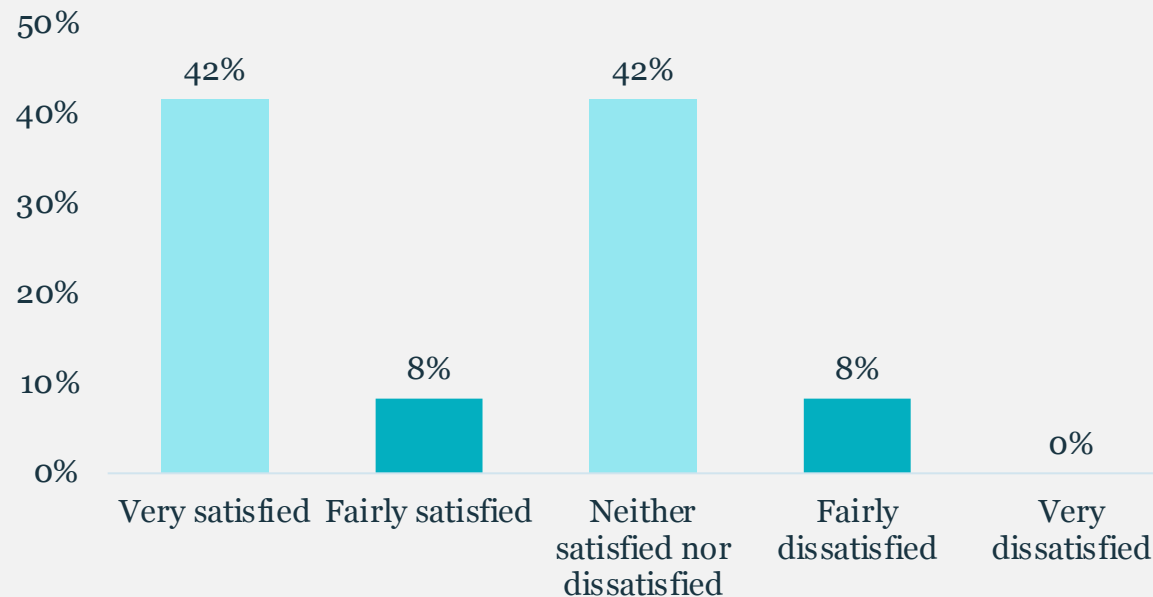
21 tenants have made a complaint to Chrysalis in the last 12 months (19% of total sample). Of those:

Overall Survey Results
(N=21)



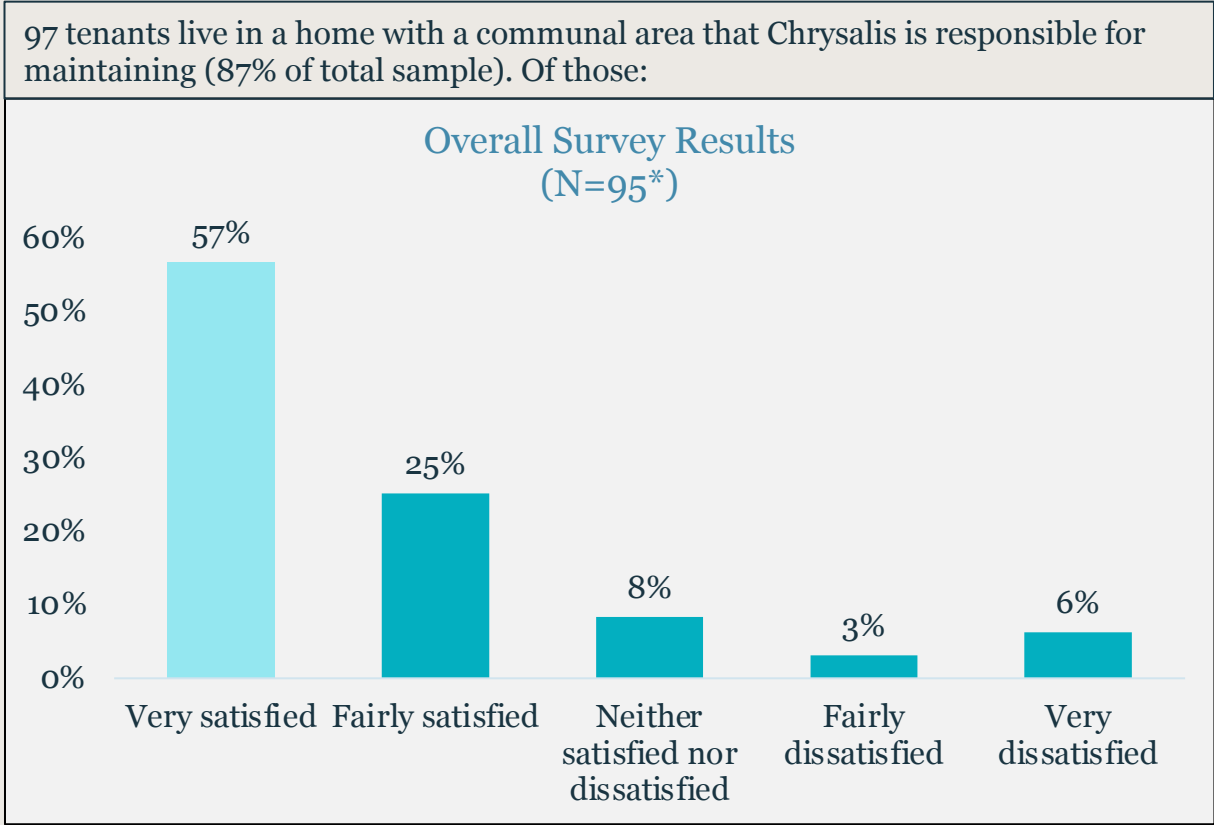
12 tenants answering the survey for themselves have made a complaint to Chrysalis in the last 12 months (24% of TSM sample). Of those:

TSM Survey Results
(N=12)

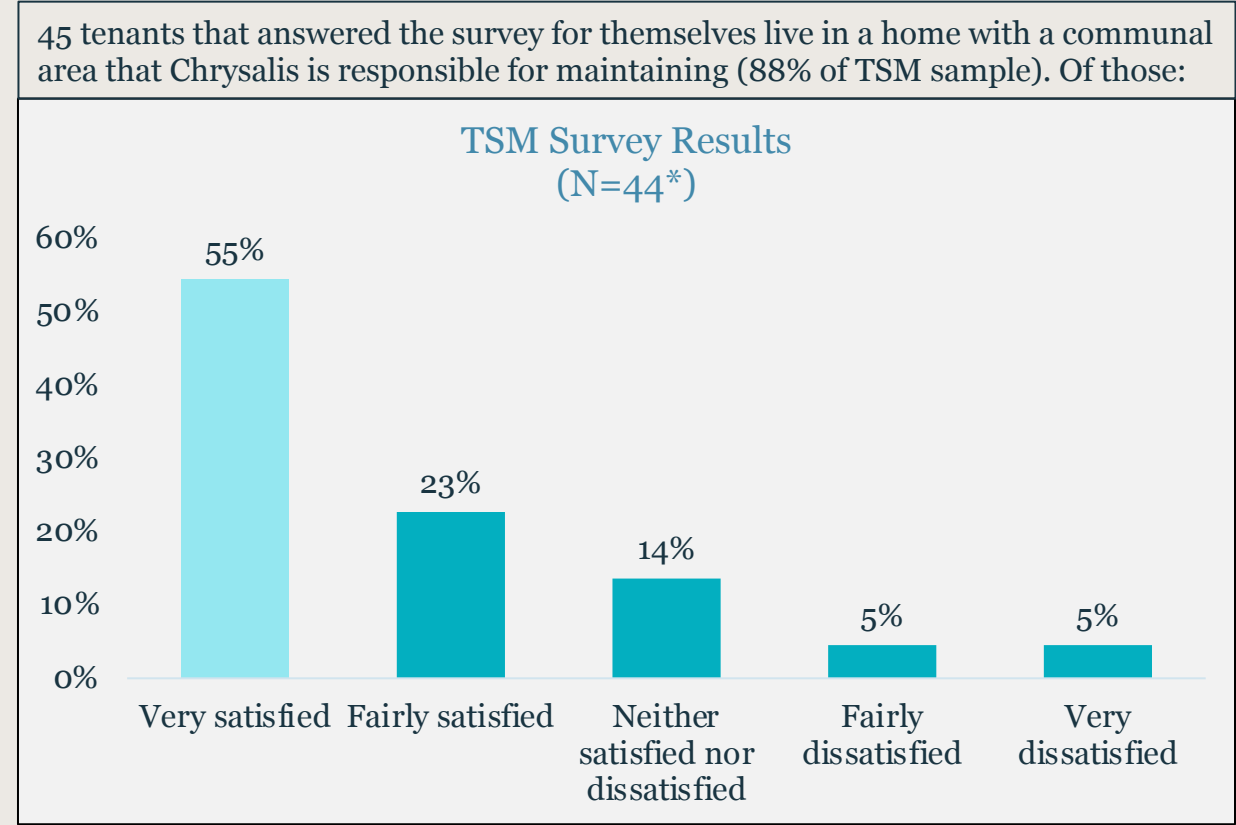


TP10 – Satisfaction that landlord keeps communal areas clean & well-maintained

How satisfied or dissatisfied are you that Chrysalis keeps these communal areas clean and well maintained?



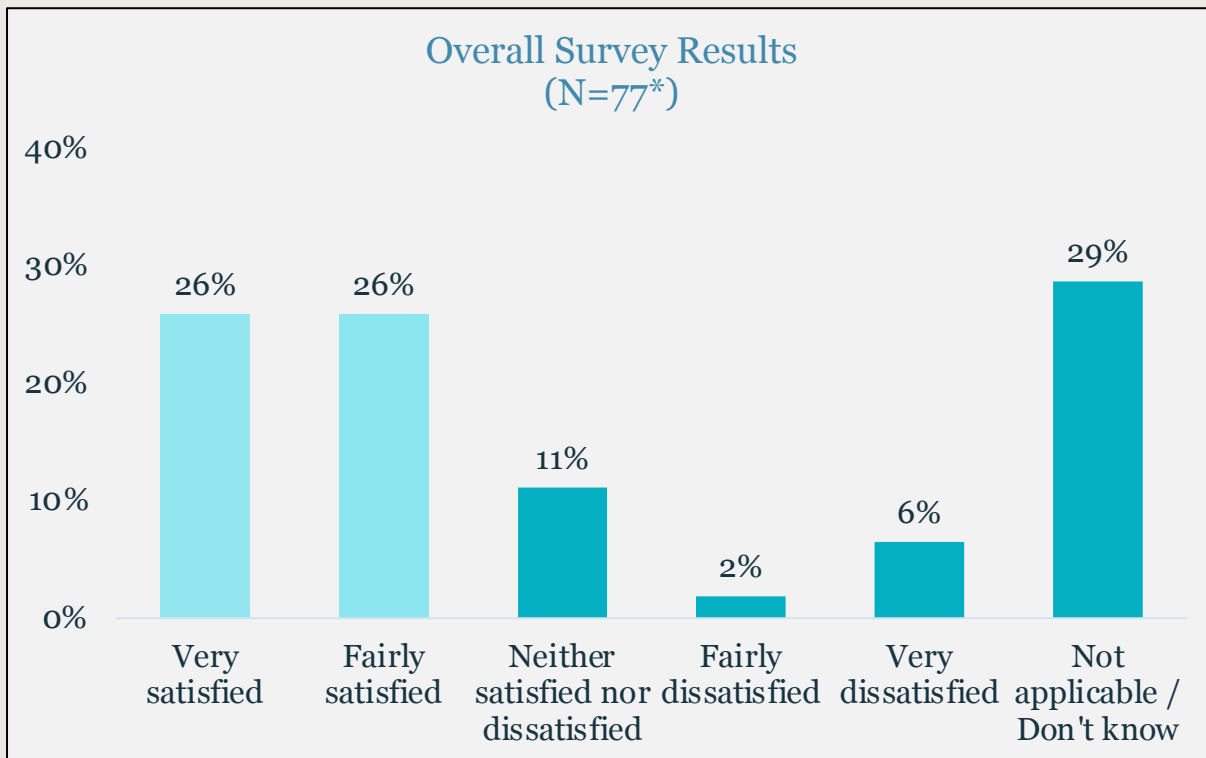
*Note N = 95 because some tenants who reported living in a home with a communal area did not then respond to the question about satisfaction with the maintenance of that area.



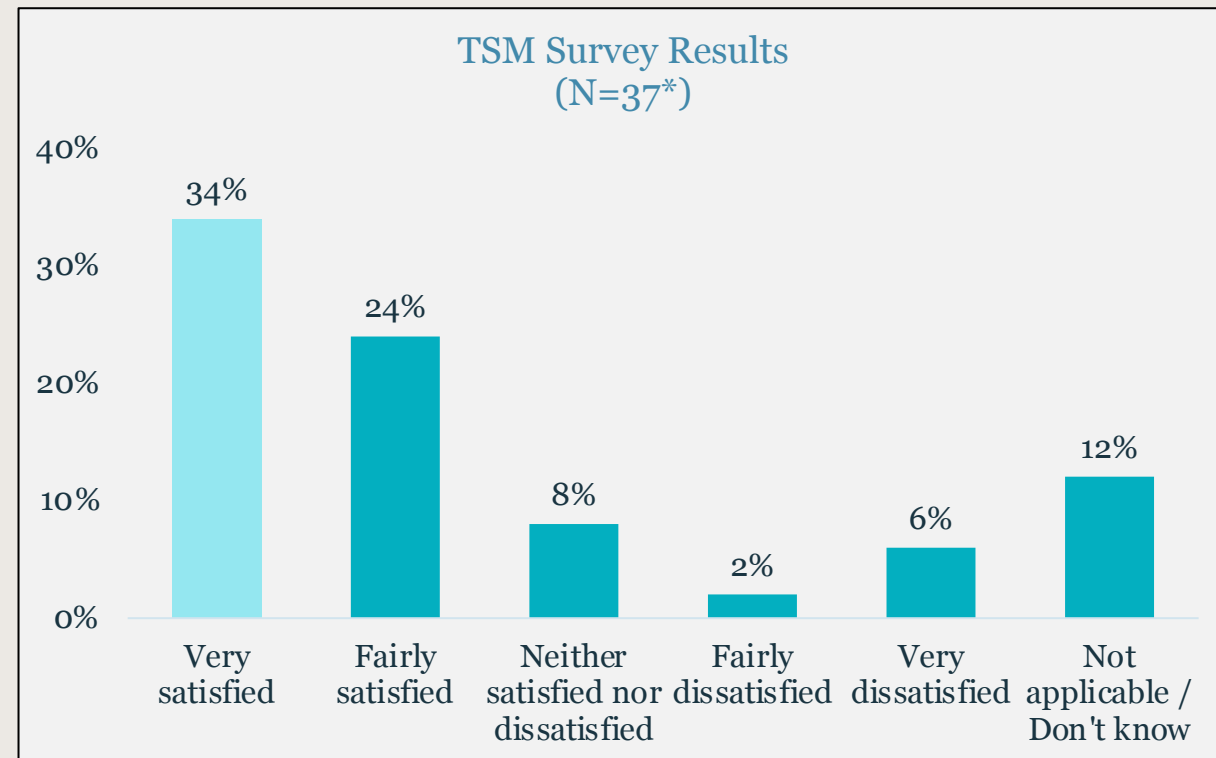
*Note N = 44 because some tenants who reported living in a home with a communal area did not then respond to the question about satisfaction with the maintenance of that area.

TP11 – Satisfaction that landlord makes a positive contribution to neighbourhoods

How satisfied or dissatisfied are you that Chrysalis makes a positive contribution to your neighbourhood?



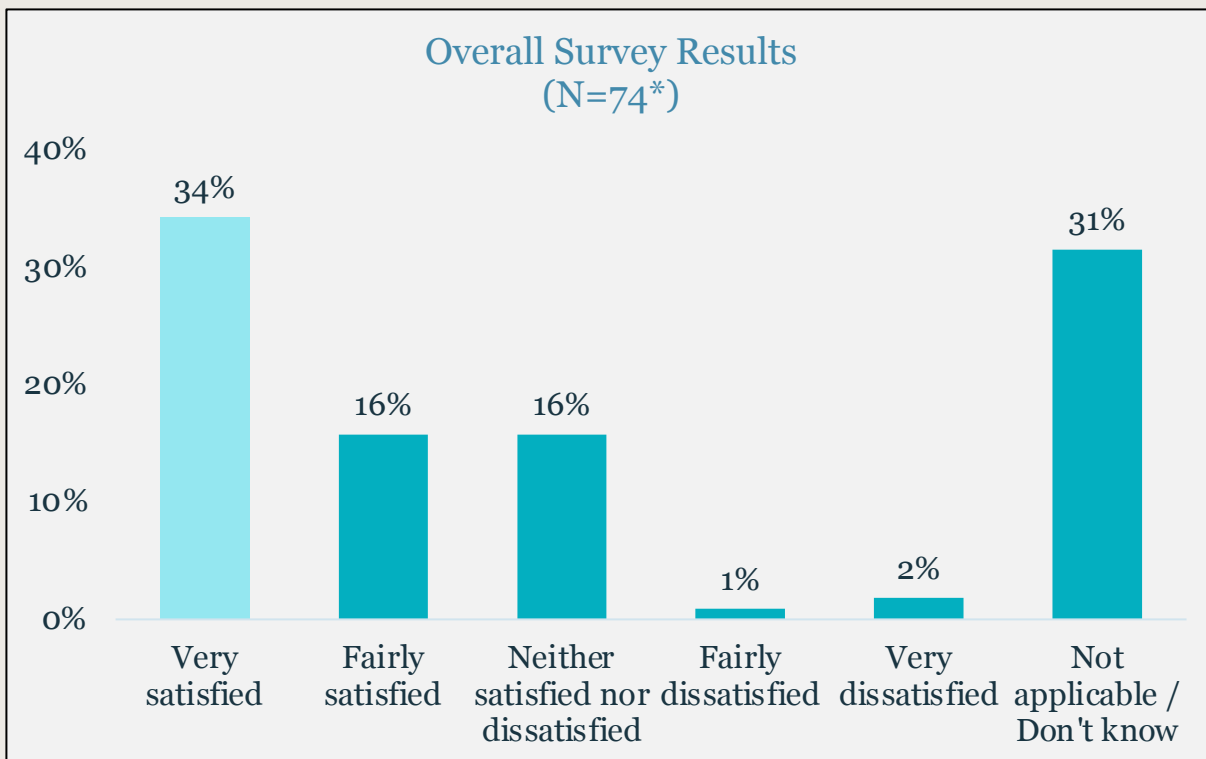
*Excluding 'Not applicable / Don't know'



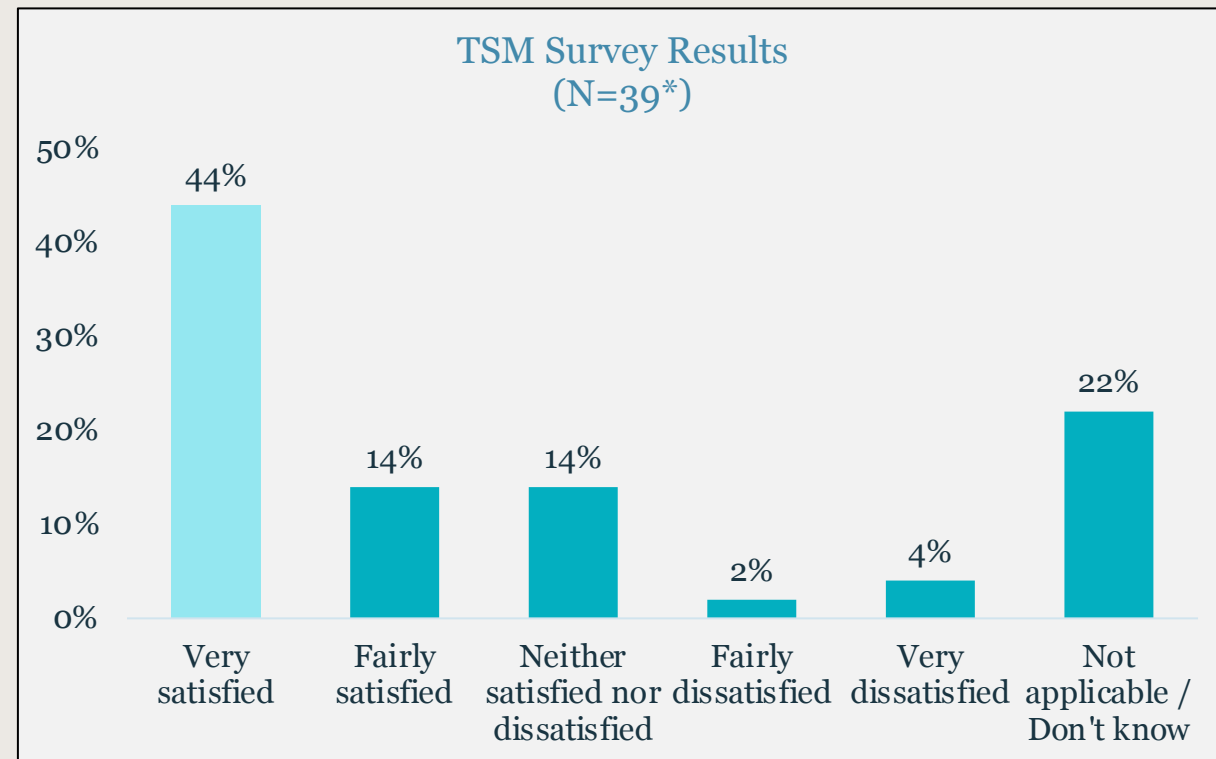
*Excluding 'Not applicable / Don't know'

TP12 – Satisfaction with landlord’s approach to handling anti-social behaviour

How satisfied or dissatisfied are you with Chrysalis' approach to handling anti-social behaviour?



*Excluding 'Not applicable / Don't know'



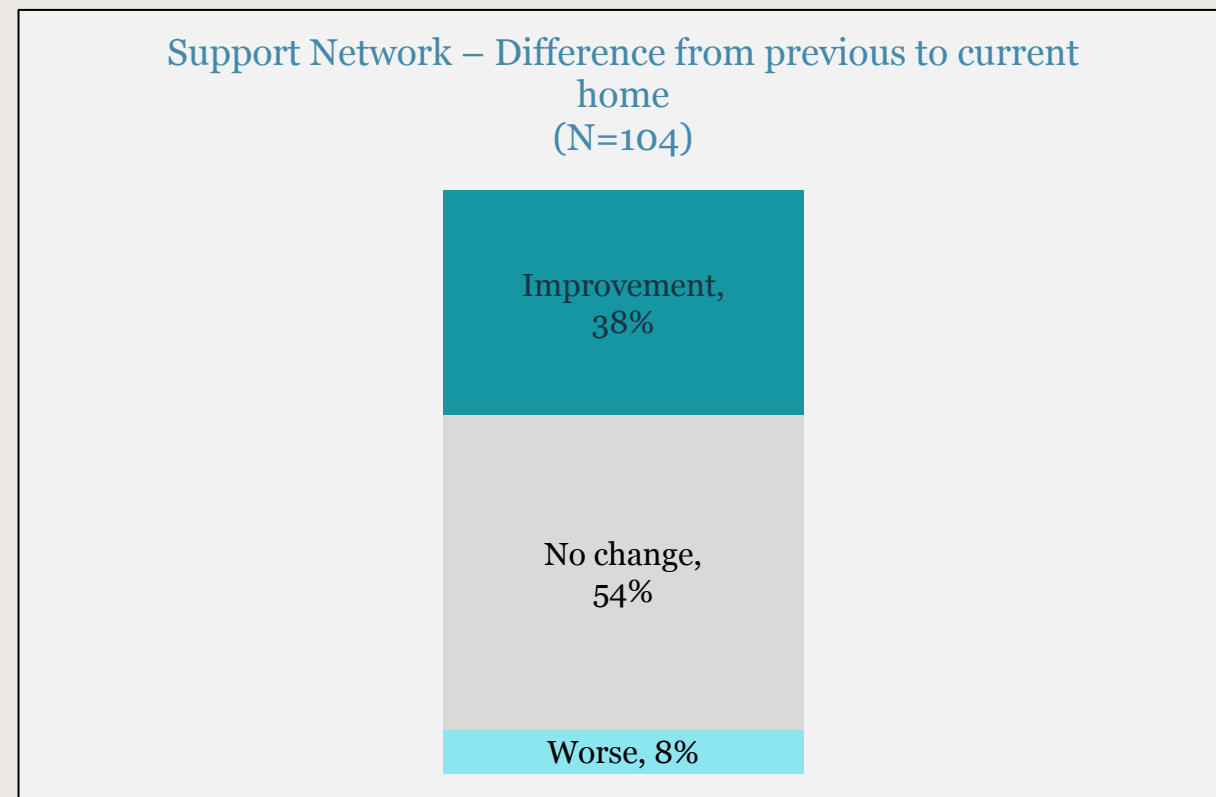
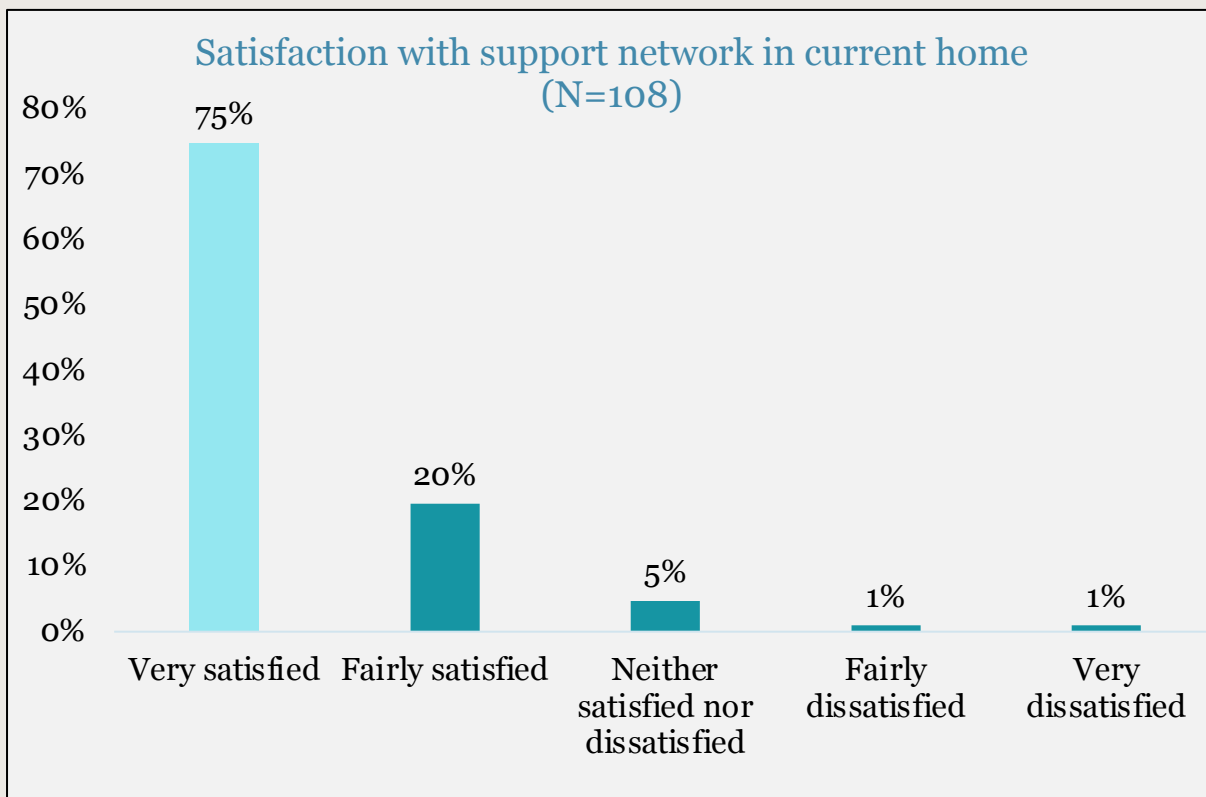
*Excluding 'Not applicable / Don't know'



Additional Outcome Questions: Survey Results

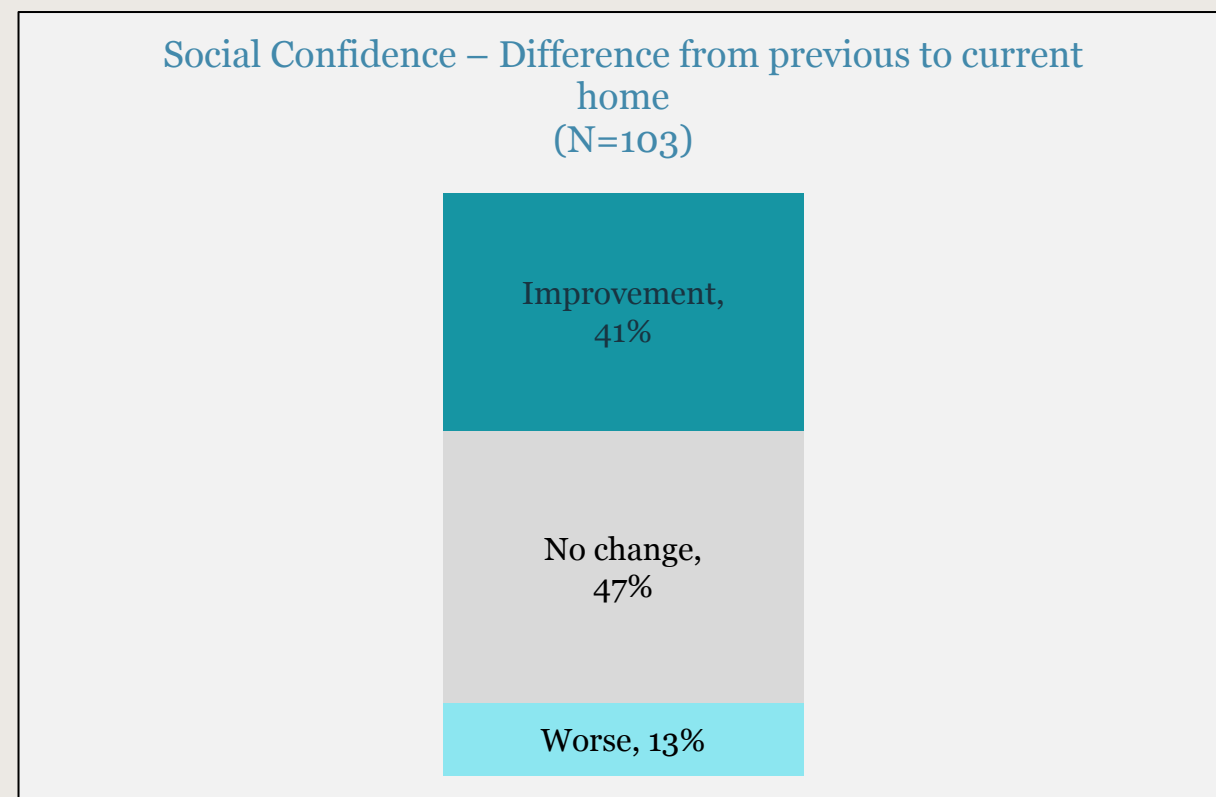
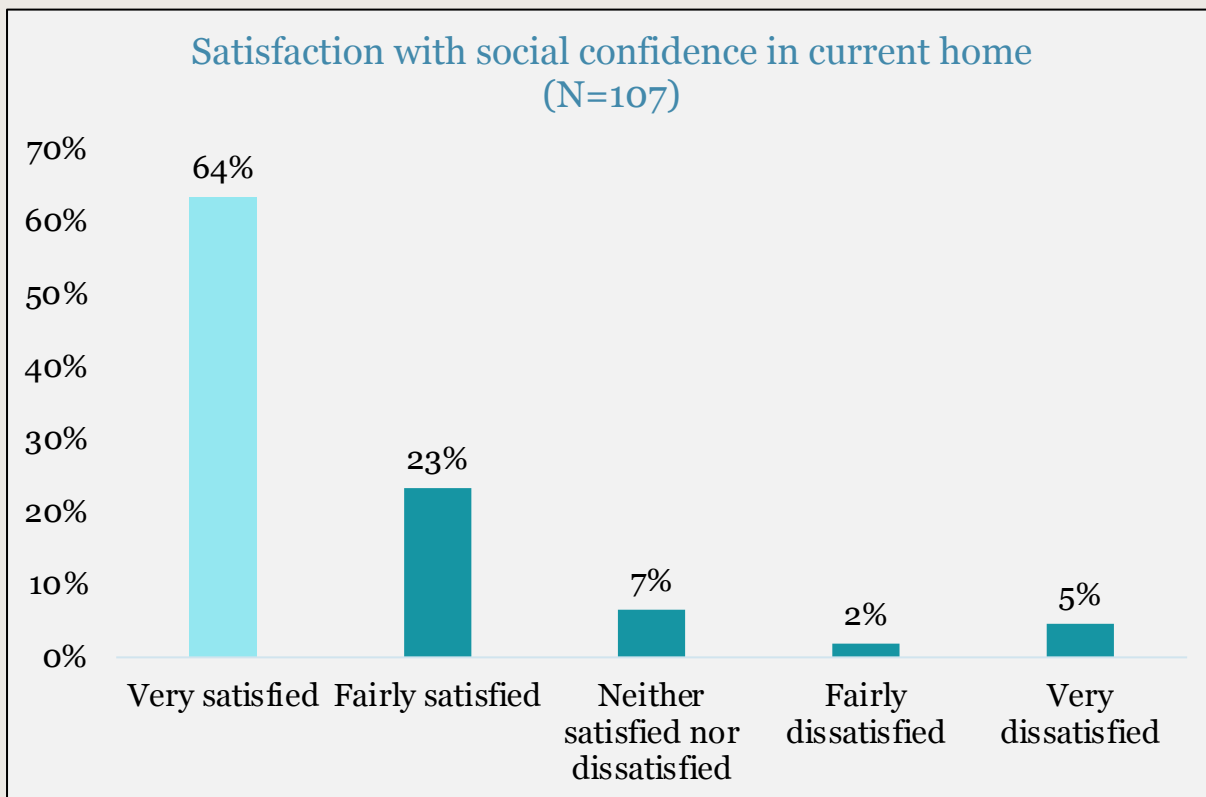
Support Network

When you need help, are there people there to support you, in your current home versus your previous home?



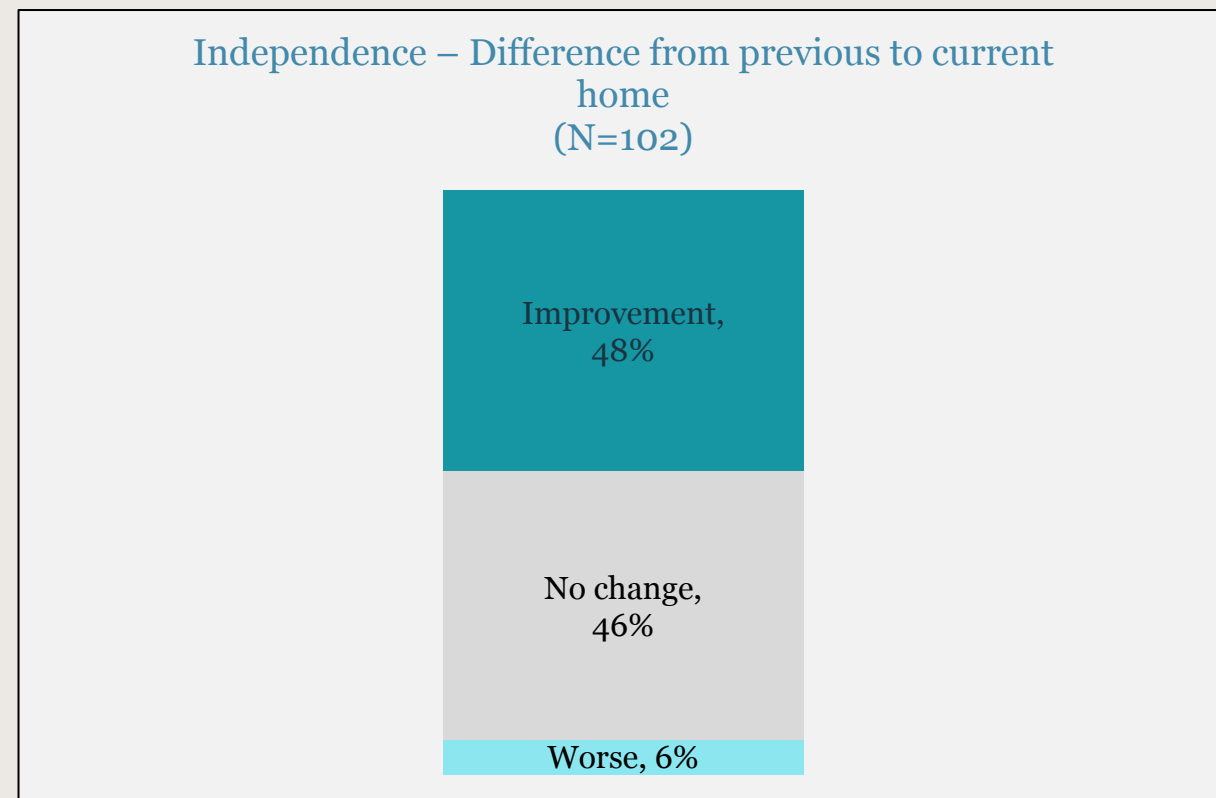
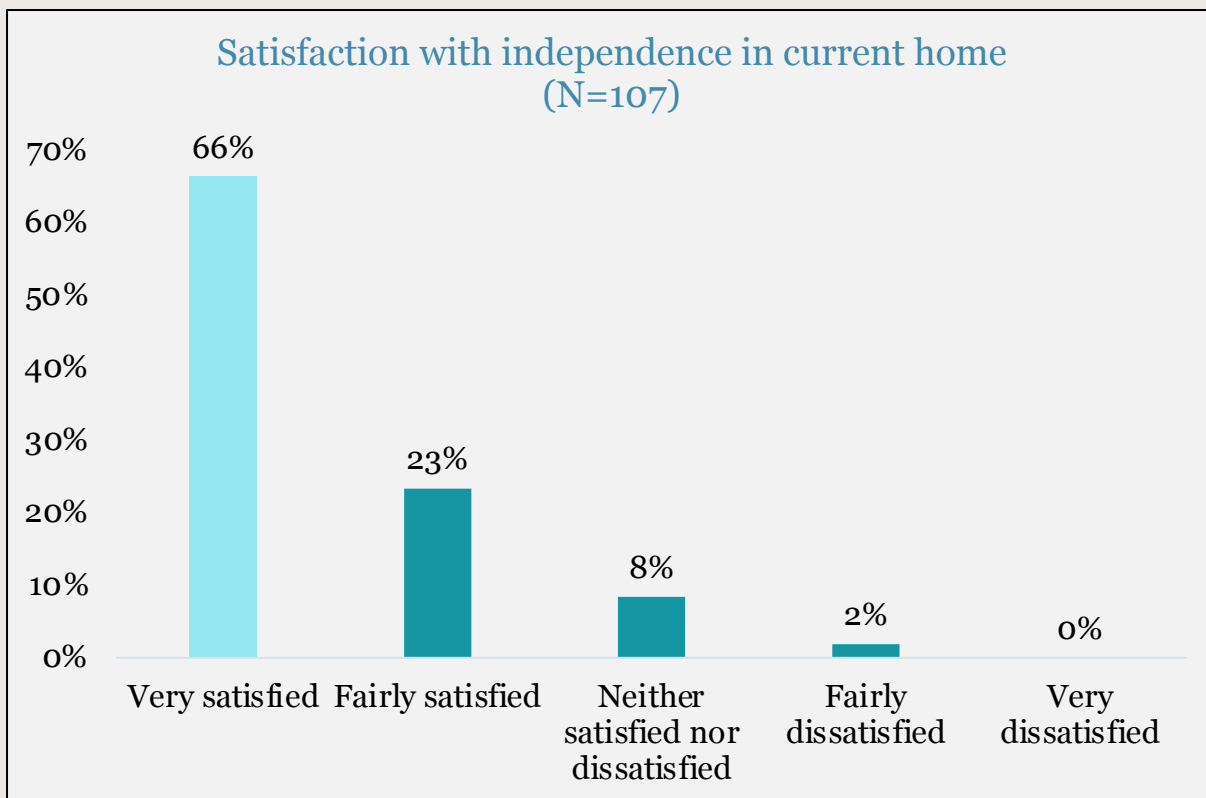
Social Confidence

How is your social confidence in your current home versus your previous home?



Independence

How independent do you feel, in your current home versus your previous home?



Qualitative Feedback



Positives

- “I am happy and content in my home and have a very good support network.”
- “I like my current place of home and am satisfied with the support I get from staff and my home is always clean and tidy.”
- “Am very happy with service, whenever there is a problem they come ASAP to fix”
- “I love my house it is nicer than my old house and the staff are lovely. I don’t want to move out.”
- “I didn’t get a chance to thank you. I am so very pleased with my new home and its surroundings.”

Negatives

- “Housing maintenance visits are too often. This makes it difficult to get privacy.”
- “I think that fence would add more privacy as well as safe place for kids to play.”
- “The gravel outside was a terrible idea. Bad design as people can't get their wheelchairs on it, it comes into the flats, it gets everywhere, its uneven, messy, people have fallen over on it.”
- “Less inspections please.”

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