



**North
Northamptonshire
Council**

SPECIFICATION

NORTH NORTHANTS TENANT SATISFACTION SURVEY 2023/2024

INSERT PROCUREMENT TITLE
SPECIFICATION

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1. Introduction

- 1.1. This specification outlines North Northamptonshire Council's requirements for a suitably qualified and experienced organisation to undertake the annual Tenant Satisfaction Measures Survey on behalf of the Council in line with the requirements of the Regulator of Social Housing.
- 1.2. The Council are looking to procure an organisation to manage the whole process of conducting a census of all tenants via postal survey for the first year of reporting for 2023/24 performance.

2. Background

- 2.1. The Regulator of Social Housing has introduced the Tenant Satisfaction Measures (TSM) Standard which requires all registered providers of social housing to generate and report on their performance against the TSMs.
- 2.2. The TSMs are a core set of performance measures with a central aim to provide tenants with greater transparency about their landlord's performance and inform the Regulator about how a landlord is complying with consumer standards.
- 2.3. The new reporting requirements came into force in April 2023 and the Council are required to conduct tenant perception surveys to generate a subset of these measures in which the Council is seeking assistance to undertake this.

3. Scope

- 3.1. The Council are seeking to conduct a Tenant Satisfaction Measure Survey for all North Northamptonshire Council tenants as this is the first time conducting this survey as a new unitary council.
- 3.2. The survey must comprise of all 12 of the TSMs as specified in the Regulator of Social Housing Technical requirements and conducted in line with the Regulator of Social Housing Tenant Survey Requirements which can be found in Annex 1 and 2.
- 3.3. As specified by the Regulator of Social Housing the tenant perception measures need to be collected and reported in a way that adheres to the Market Research Society (MRS) Code of Conduct.
- 3.4. Data for the survey will be extracted from the Council's Northgate Housing Management system for the Kettering area and the Council's QL Housing Management System for the Corby area.

4. Statement of Requirements

4.1. Sampling approach and verification

- To conduct a census approach in which all households are invited to participate in the survey. This equates to approximately 8,300 tenants at the time of writing this specification.
- When undertaking the survey, a sample size that meets the minimum level of statistical accuracy needs to be achieved as specified by the Regulator of Social Housing. For a local authority with between 2,500 and 9,999 dwelling units this is a margin of no more than +/-4% at a 95% confidence level.
- The TSMs also need to be representative of the relevant tenant population and therefore this is a factor that needs to be assessed by the organisation conducting the survey on behalf of the Council and the appropriate weighting methodology needs to be applied if necessary.

4.2. Survey collection method

- The method of collection for the tenant perception survey for the Council for 2023/24 will be both postal and available online to try and increase uptake of participation.
- The provider will ensure that the provision for completing surveys online will always maintain data security.
- It is proposed an initial mailing to all tenants including questionnaire (printed in black and white), covering letter (1 page) and Freepost envelope.
- A full reminder mailing (including questionnaire) will then be sent to those who have not responded **if required** to achieve a valid sample size.
- Online survey information is to be made available on the survey / covering letter.
- The provider will undertake full data entry requirements for the survey including cleaning and verifying the data before analysis.

4.3. Size of the survey

- The size of the survey will be determined by the provider, but the Council are aiming for no more than an 8-page A4 booklet to encourage

participation and to ensure the survey is clear and concise for tenants to complete.

- The covering letter will include a clear introduction to the survey and will explicitly outline the purpose of the survey and that the results will be used by the Council to calculate the annual TSMs for North Northamptonshire Council.
- The survey will include questions that represent all 12 TSMs (TP01 to TP12) in the survey along with 3 to 4 other questions specified by the Council and be ordered in the format stated by the Regulator.
- Also, a section to capture tenant profiling information at the end of the survey is required to ensure that the results achieve a satisfactory representative sample.

4.4. Accessibility of the survey

- To take reasonable steps to assess, identify and remove barriers to tenant participation and to overcome these barriers where necessary with appropriate solutions for example offering large print versions on request and including translation service details in the covering letter.
- To encourage survey completions the Council will also use incentives which will be discussed with the provider to determine an appropriate value and amount.

4.5. Survey results

- To provide data tables and raw data to North Northamptonshire Council on completion of the fieldwork.
- To produce an Executive Summary and full detailed report of the results and an analysis of all responses which also includes a summary of the survey approach used to generate the TSMs as outlined by the Regulator of Social Housing in the Tenant Survey Requirements.

4.6. Timing of the survey

- The proposed timeframe for conducting the fieldwork and completion of the contract is the last quarter of 2023/24 between January and March 2024. This is with the requirement that all data and reports are provided to the Council by no later than the 31st of March 2024 to ensure they can meet the reporting requirements of the Regulator of Social Housing.

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5. Data Management / UK General Data Protection Regulation (UK GDPR)

- The Potential Supplier shall comply with any further written instructions with respect to processing by the Council. Any such further instructions shall be incorporated into the Data Processing Schedule which is available in Annex 3 below.

Table 1 – Annexes

Annex Title	
1.	Regulator of Social Housing – Tenant Satisfaction Measures – Tenant Survey Requirements
2.	Regulator of Social Housing - Tenant Satisfaction Measures – Technical Requirements
3.	NNC Data Processing Schedule