

Loreburn HA Invite expressions of interest from experienced providers for their

Tenant Satisfaction Survey 2023

Closing date: 12 noon on Monday 18 September 2023

Objectives

Loreburn Housing Association wish to commission an independent Tenant Satisfaction Survey to assess satisfaction against the Scottish Housing Regulator's Annual Return on the Charter (ARC) metrics and other identified areas, to: a) measure and review existing services; and b) determine tenants' future needs and aspirations.

The survey content will include:

- Measure and review services
 - ARC data collection
 - Identify improvements to services most desired by tenants
 - Assess how tenants would like to be consulted and opportunities for participation in decision making
 - Provide benchmarks against peers
- Determine future needs and aspirations
 - Gain a picture of digital connectivity among Loreburn's tenant base and appetite towards digital services including where support to get online is needed and welcomed by tenants
 - Assess how tenants would like to be consulted and participate in decision making
 - Collect information on tenant profile, including economic, social and demographic characteristics

The chosen service provider will be expected to provide a draft Action Plan which can be developed that will seek to address areas of performance requiring improvement along with areas for growth or development as key priorities for tenants.

About Us



Loreburn is a Registered Social Landlord operating throughout Dumfries and Galloway. Our homes are geographically spread and in rural locations, from Langholm in the east, to Stranraer in the west of the region. We have a tenant base of approx. 2,600.

Survey Proposal

The survey will consist of 3 phases:

Phase 1: Agreement of design and content of survey.

Loreburn will have a draft question set as a basis it's intended that both parties will agree a final selection. Any value-added research that could be incorporated will be welcomed.

Loreburn's Tenant Scrutiny Group have supported the development of the survey through input into the proposed questions. It is anticipated they will be involved in 'dry runs' of completing the survey to ensure it is easy to understand and complete, with the aim of maximising engagement and return rate.

Phase 2: Survey completions/collection of tenant satisfaction data.

Phase 3: Analysis and presentation of the survey results which will include a report with actionable conclusions.

There will be a requirement for the information to be analysed on a locality basis (by postcode area) and on a global basis.

Methodology

The surveys are to be carried out by telephone or using online methods, with a 40% sample size being invited to participate.

See additional note below regarding accessibility of the survey and expectations of providers.

Outputs required from the service provider

In summary, the outputs expected from the service provider will be a report of the findings which will include the following (but is not a prescriptive list - we would be looking to work with the provider for their input and ideas that they feel could strengthen the report further):

- An executive summary
- A detailed analysis of the results broken down by the sub groups



- Comparison with previous survey results to identify trends
- Detailed analysis of the key drivers of satisfaction
- Profiles of typical customers
- ARC metric results and comparison with wider sector
- Evidence based service suggestions which can be used to inform future service improvements and incorporated into the corporate planning process
- Datasets delivered in a compatible format which can be used to compliment and/or update existing tenant data
- Presentations to Loreburn's Executive Management Team and Management Committee and to staff.

Submitting an Expression of Interest

At this stage we are asking interested service providers to submit as part of their Expression of Interest a budgeted cost/maximum price for undertaking the survey and follow up presentations and report.

In preparing a price, this should include:

- VAT where required
- All three phases of the survey: finalising content, liaison meetings, tenant contact including letters to all tenants (via email and postal letters where communications preferences are not electronic), analysis of the findings, preparation of draft and final reports and presentations (x 2 to Loreburn's Management Committee and to staff).
- Any and all other expenses also to be included.

A breakdown of costs will be required in the final invoice.

Service providers should provide details of their experience to deliver the requirements and how they will achieve a statistically reliable result and how they will enable all tenants to participate. An example of this could include providing support to tenants with low levels of literacy or where their first language is not English (this should not be taken as an exhaustive list).

Timescales

Providers should include a proposed timetable for completion of the exercise from Phase 1 through to Phase 3. We are expecting the service provider to undertake the survey work by no later than the end of December 2023 with presentations and analysis occurring by mid-February 2024.



Expressions of interest

Expressions of interest should be sent via email to the email address below placing 'Tenant Satisfaction Survey 2023' in the subject box:

Ninab@loreburn.org.uk

Following receipt, we may invite selected service providers to meet with us to discuss their proposals in greater detail.

Further Information

Any immediate queries about the survey project can be directed to Nina Brunton, Service Development Lead via email to ninab@loreburn.org.uk

We thank all service providers for their interest in the survey project.

