

TENANT SATISFACTION MEASURES

Executive Summary

The purpose of this report is to share the submission of data which went to the Regulator of Social Housing by 30 June 2024. The Tenant Satisfaction Measures (TSMs) were prescribed and set by the Regulator and are made up of two parts - Management information and the Tenant Satisfaction Survey. The report explores the results, analysing these and providing the committee with an opportunity to feed into the resulting actions. This is the first submission of TSMs, which will now occur annually. The Tenant Survey will also need to be undertaken yearly to feed into this.

Recommendations

The Committee is requested to:

RESOLVE That

- (i) The report and results are noted; and
- (ii) The proposed actions and improvements are supported.

The Committee has the authority to determine the recommendation(s) set out above.

Background Papers:

- Tenant Satisfaction Survey

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Date Published: 22 July 2024

1.0 Introduction

1.1 The Regulator of Social Housing sets Regulatory Standards to define what social landlords must deliver. Within Social Housing, the Regulatory Standards are broken down into:

- Consumer Standards
- Economic Standards

1.2 Following the Social Housing Regulation Act receiving Royal Assent to become law in July 2023, the new Consumer Standards were updated, consulted on and then published by the Regulator on 2 April 2024. The Consumer Standards include:

- The Neighbourhood and Community Standard
- The Safety and Quality Standard
- The Tenancy Standard
- The Transparency, Influence and Accountability (including Tenant Satisfaction Measures)

1.3 The Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. These measures are called the Tenant Satisfaction Measures and aim to provide tenants with greater transparency about their landlord's performance. They will also allow the Regulator to create a 'league table' of landlords based on their results.

1.4 The first submission of data reporting the Tenant Satisfaction measures (TSMs), for the 2023/2024 reporting year, was required by 30 June 2024 and has been submitted for Woking Borough Council. The Tenant Satisfaction requirements can be split into two types:

- TSMs Generated from Management Information
- TSMs Collection from Tenant Perception Surveys

1.5 Management Information TSMs include:

- CH01 – Complaints relative to the size of the landlord.
- CH02 – Complaints responded to within Complaint Handling Code timescales.
- NM01 – Anti-social behaviour cases relative to the size of the landlord.
- RP01 – Homes that do not meet the Decent Homes Standard.
- RP02 – Repairs completed within target timescale.
- BS01 – Gas safety checks.
- BS02 – Fire safety checks.
- BS03 – Asbestos safety checks.
- BS04 – Water safety checks.
- BS05 – Lift safety checks.

1.6 Tenant Survey TSMs include:

- TP01 – Overall satisfaction.
- TP02 – Satisfaction with repairs.
- TP03 – Satisfaction with time taken to complete most recent repair.
- TP04 – Satisfaction that the home is well maintained.
- TP05 – Satisfaction that the home is safe.

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- TP06 – Satisfaction that the landlord listens to tenant views and acts upon them.
- TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them.
- TP08 – Agreement that the landlord treats tenants fairly and with respect.
- TP09 – Satisfaction with the Landlord’s approach to handling complaints.
- TP10 – Satisfaction that the landlord keeps communal areas clean and well maintained.
- TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods.
- TP12 – Satisfaction with the landlord’s approach to handling anti-social behaviour.

2.0 Purpose and Outcome

- 2.1 The purpose of this report is to make the committee aware of the results, which were provided to the Regulator of Social Housing by the deadline of 30 June 2024. It also provides the opportunity for the results to be scrutinised and the opportunity to influence the actions and improvements from the results.
- 2.2 The intended outcome is to ensure that future submissions show improvements in the Tenant Satisfaction Measures recorded.

3.0 Management Information

- 3.1 The Management Information results are summarised in the table below:

Code	Title	Result
Building safety		
BS01	Proportion of homes for which all required gas safety checks have been carried out	98.2%
BS02	Proportion of homes which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	88.1%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	74.9%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	88.9%
Anti-Social Behaviour		
NM01 (1)	Number of Anti-Social Behaviour cases, opened per 1000 homes.	7.2
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0
DHS and repairs		
RP01	Proportion of homes that do not meet the decent homes standard	9.1%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord’s target timescale	78.7%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord’s target timescale	91.5%
Complaints		
CH01 (1)	Number of stage one complaints received per 1,000 homes	17.8
CH01 (2)	Number of stage two complaints received per 1,000 homes	3.8
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman’s Complaint Handling Code Timescales	64.4%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman’s Complaint Handling Code Timescales	27.3%

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3.2 Some of the above results differ from other published KPIs routinely produced by the Council. This is due to different definitions – for example, the TSMs exclude temporary accommodation.

4.0 Tenant Satisfaction Survey

4.1 The Tenant Satisfaction survey was publicly available for all 2,926 relevant households from 16 February 2024 to 25 March 2024. A census approach was taken as this was the first tenant survey to be produced since the housing stock was transferred from New Vision Homes back to Woking Borough Council.

4.2 There were 447 responses that came back through the online survey and free-post option. 14 surveys were excluded due to being a repeated household response or inability to verify the tenant household. The total number of verified responses was 433.

4.3 This was lower than the minimum sample size of 498 for 95% confidence level, +/- 4% margin of error and assumed 50% satisfaction score.

4.4 85% of responses were from General Needs accommodation, 15% were from Sheltered housing schemes.

4.5 The Tenant Satisfaction Survey Results are summarised in the table below:

Measure	Description	Result (% satisfied)
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	55.7
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	62.8
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	56.1
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	51.0
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	62.7
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	37.5
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	47.7
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	61.2
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	13.0
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	47.3
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	39.0
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	33.1

4.6 Whilst a number of councils are yet to publish their TSMs, it is anticipated that Woking Borough Council will fall into the bottom quartile in terms of tenant satisfaction. Early analysis by

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Housemark (based on 118 housing associations and 103 councils surveyed) suggests that nationally tenant satisfaction has dropped from an average 85.1% in 2018/19 to 69.4% in 2023/24, the lowest level in 5 years. In 2023/24, they estimate overall tenant satisfaction with councils was 65.7%, compared to 72.9% with housing associations. Their analysis also suggests that only 5.6% of councils are achieving 100% Decent Homes compliance.

- 4.7 The Housemark analysis suggests a median of just 33.8% of tenants nationally were satisfied with their landlord's approach to complaint-handling, which is an area of particular weakness in Woking's results. Only 58.9% of tenants nationally feel that their landlord listens to their views.
- 4.8 The TSM results will form the baseline upon which to measure the effectiveness of the Council's Housing Improvement Programme. Housemark predict that investment in improving services will take around 18 months before it is reflected in tenant satisfaction scores.

5.0 Future Actions

- 5.1 As outlined earlier on the agenda, the Council has an ambitious and wide-reaching Housing Improvement Programme. The Tenant Satisfaction Measure results will be used to further inform this programme, with actions monitored at the Housing Improvement Board and through relevant workstreams.
- 5.2 Actions that are already in the Housing Improvement Programme that will support improved performance against TSMs include:
- Focus on building safety, including a 100% stock condition survey and increased capital budget to complete fire safety remedial actions.
 - Development of a performance dashboard.
 - Increased use of benchmarking through the Council's membership of Housemark, including of Tenant Satisfaction Measures.
 - A review of the Council's approach and delivery of compliance.
 - A Complaint Handling Action and Improvement Plan formed from recent mandatory training and workshops with all housing staff.
 - Development of a Housing Resident Engagement Strategy informed by drop-in events with tenants over the summer.
 - Increased resident engagement through focus groups in different parts of the Borough with feedback monitored at Resident and Landlord Partnership Panel.
 - A review and refresh of all landlord policies and procedures in order that staff, contractors and residents are all clear about the level of service that is expected.
- 5.3 Following the Fit for the Future restructure, the Housing Service still has a number of vacant posts, including the specialist role of Anti-Social Behaviour Officer. This was a key area of weakness identified in the Tenant Satisfaction Survey. Recruitment to vacant posts is an operational priority for the service.

6.0 Implications

Legal

- 6.1 The Social Housing Regulation Act received Royal Assent to become law in July 2023, the new Consumer Standards were updated, consulted on and then published by the Regulator on the 2 April 2024.

Resources (including finance)

6.2 None arising from this report.

Risk (Corporate Governance)

6.3 None arising from this report.

Scrutiny

6.4 This report allows for scrutiny of the approach to compiling Tenant Satisfaction Measures and the opportunity to influence the actions and improvements planned.

Decision Scope

6.5 The decision sought is to note the results of the Tenant Satisfaction Measures and support the actions proposed.

7.0 Engagement and Consultation

7.1 The TSMs 2023/24 have been compiled following consultation with tenants as covered in this report. Going forward, officers will review the tenant survey process to ensure further accessibility is incorporated, provide more time to meet the required sample sizes and ensure further engagement in future surveys.

7.2 The Council has committed to publishing the results to tenants clearly by the 31 July 2024. This will be through the Council's website and Woking@Home tenant newsletter. There is a specific webpage for the TSMs on the website. The newsletter is also checked over by the Resident and Landlord Partnership panel.

7.3 The results were presented to the Resident and Landlord Partnership panel on 17 July 2024 for scrutiny by involved tenants. This group will be further involved in actions to move this forward. A staff workshop has also been held to discuss the results.

7.4 Engagement events occurring over the summer will provide an opportunity for tenants to talk to the service about the TSM results and feed into the setting up of the Resident Engagement Strategy. These are occurring throughout August and into September 2024. A focus group has also been held with more planned.

REPORT ENDS