

Report to: Policy & Performance Improvement Committee - 29 January 2024  
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Report Summary	
<b>Report Title</b>	Tenant Satisfaction Measures (TSM) Survey 2023/24
<b>Purpose of Report</b>	To present the tenant satisfaction measures (TSM) survey report.
<b>Recommendations</b>	That the Policy & Performance Improvement Committee: a) note the content of the report; and b) note that this report has been presented to SLT and the Tenant Engagement Board in November 2023.

## 1.0 Background Information

- 1.1 In November 2020, the Government published the charter for social housing residents – social housing white paper which set out ways to improve things for people living in social housing. As a result of this, a number of Consumer Standards were created (which were recently consulted on between 25 July and 17 October 2023 and over 1,000 responses were received) and the Regulator for Social Housing (RSH) set out guidance for the ways to measure against these standards and brought in a range of tenant perception satisfaction measures so tenants could see how landlords are performing and identify which landlords might need to improve.
- 1.2 Landlords with 1,000+ properties are required to carry out the TSM survey annually and submit their results to the RSH after 1 April 2024. The Council carried out its survey during September and October 2023. The findings are presented within the attached report (**Appendix 1**).
- 1.3 The survey also asked a few optional questions, which are permitted as part of the survey exercise to establish satisfaction with lettings and gas servicing and asked tenants if they would like to be involved.
- 1.4 Part of the RSH survey requirements is that weighting must be applied where the survey sample base is not fully representative of the wider tenant base. Weighting has been applied and is shown for comparison on page 4 of the report. There is very little shift in the results between the actual result and the weighted result.
- 1.5 The summary table below shows the direction of travel when compared to the same or similar questions asked in the STAR survey which took place at the end of 22/23. Whilst most measures have declined, it is pleasing to see a slight increase with complaints and a marked increase with ASB, as these are historically our worst performing areas. The TSM survey was conducted by 70% telephone and 30% online (as the Regulator of Social Housing recommends offering more than one survey method), whereas when the TSM

questions were asked as part of the STAR survey, these were carried out 100% by telephone. Face to face and telephone survey methods generally have higher satisfaction rates because it is more likely that respondents with strong opinions will complete an online survey, rather than those who are generally satisfied. This is likely to have had some impact on the results and this is worth taking into account when making the comparisons.

<b>TSM 22/23</b>	<b>TSM Sep 2023</b>	<b>STAR Mar 2023</b>	<b>Direction</b>
ASB handling	62%	47.8%	↑
Complaint handling	28%	25.8%	↑
Communal areas clean and well maintained	65%	87.3% (clean and safe)	↓
Home is safe	85%	93.9%	↓
Home is well maintained	77%	83.2%	↓
Kept informed	70%	85.2%	↓
Listens to views	68%	77.1%	↓
Positive contribution neighbourhoods	65%	79.4%	↓
Overall satisfaction	78%	86.5%	↓
Repairs	75%	81.8%	↓
Time most recent repair	70%	71.8%	↓
Fair and respect	81%	91.8%	↓

## **2.0 Proposals**

2.1 Business Managers will use the data from the report to understand the underlying issues and drive service improvements.

## **3.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection; Digital & Cyber Security; Equality & Diversity; Financial; Human Resources; Human Rights; Legal; Safeguarding & Sustainability and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

### Financial Implications (FIN23-24/7581)

There are no direct financial implications resulting from this report. All follow on actions will be met within existing resources and budgets.

It is to be noted however, that there is a current tender exercise in progress to outsource customer satisfaction surveys once again, which includes the TSM survey. The current contract ends on 31 December 2023 and the proposed contract will run for 3 years with an option to extend for 2 years. The contract budget is for £30k per year, with an additional £5k in the first year for set up costs. The deadline for submissions is 1 December 2023. The new contract will commence on 1 January 2024.

### Digital and Cyber Security Implications

There are no implications resulting from this report.

### Equalities Implications

There are no implications resulting from this report.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.