

This Report will be made public on 22 January 2024.

Report Number **OS/23/08**

To: Overview and Scrutiny Committee
Date: 30 January 2024
Status: Non Key Decision
Responsible Officer: Gill Butler, Chief Officer – Housing
Mike Bailey, Tenant Engagement & Wellbeing
Senior Specialist
Cabinet Member: Councillor Rebecca Shoob, Cabinet Member for
Housing and Homelessness

SUBJECT: 2023 TENANT SATISFACTION SURVEY ACTION
PLAN

SUMMARY:

This report presents the findings from the 2023 tenant satisfaction survey, and the resulting draft Action Plan which has been developed in partnership with the Strategic Tenant Advisory Panel.

RECOMMENDATIONS:


1. To receive and note report OS/23/08.
2. To note the results of the 2023 tenant satisfaction survey attached as Appendix 1
3. To note, and provide any comments on, the draft Tenant Survey Action Plan attached as appendix 2.

1. BACKGROUND

- 1.1 The Regulator of Social Housing (RSH)'s Tenant Satisfaction Measures standard came into effect on 1st April 2023. This requires social landlords to collect annual data on 22 Tenant Satisfaction Measures (TSMs). The data for 10 of these TSMs comes from management information and we are required to carry out an annual tenant perception survey to gather the data for the other 12 TSMs.
- 1.2 We commissioned Canterbury City Council to undertake the survey on our behalf. They hosted the online version of the survey, input paper responses received and provided the full set of raw data. Data analysis was then carried out in house at F&HDC by the housing team.
- 1.3 All 3,351 current tenants were sent a letter in May 2023 inviting them to complete the survey online, or to contact us if they required a paper copy. A follow-up mailing was sent in July, this time including a paper copy of the survey and a freepost envelope. The survey was also promoted in the May edition of our tenant bulletin, on our tenant and leaseholder Facebook group, via Housing Online, by email to our database of involved tenants, face-to-face at Strategic Tenant Advisory Panel and Independent Living Forum meetings and face-to-face during the summer neighbourhood inspections.
- 1.4 The survey closed on 31st August 2023 and we received a total of 684 responses. This equates to a response rate of 20.4% and a margin of error of +/- 3.3%.

2. SUMMARY OF SURVEY RESULTS

2.1 Overall satisfaction

	2020	2022	2023	Direction of travel	% change 2022 to 2023
Overall satisfaction with the housing service	68%	68%	71%		+3%

Overall satisfaction with the housing service has increased by 3%. The main reasons residents gave in their comments for being satisfied are that we provide a good service (31 comments) and that any problems are resolved quickly (15 comments).

The highest numbers of comments from dissatisfied residents referred to the length of time taken to deal with repairs (103 comments) and a perception that we are slow to respond to enquiries (25 comments).

2.2 Keeping properties in good repair

	2020	2022	2023	Direction of travel	% change 2022 to 2023
Satisfaction with repairs	61%	68%	72%	↑	+4%
Satisfaction with time taken to complete most recent repair	N/A	61%	66%	↑	+5%
Satisfaction that the home is well maintained	N/A	65%	70%	↑	+5%

Satisfaction with all aspects of the repairs service has increased. Positive comments reflected the quality of service and workmanship. Negative comments largely focused on timeliness, work unfinished/jobs outstanding and poor communication. Comments related to windows and doors featured highly.

2.3 Maintaining building safety

	2020	2022	2023	Direction of travel	% change 2022 to 2023
Satisfaction that the home is safe	N/A	65%	78%	↑	+13%

There has been a big increase in tenant satisfaction that we keep their homes safe. This reflects the strong improvement in our compliance performance: as of September 2023, we were 100% compliant for Landlord Gas Safety Records, Fire Risk Assessments, Water Safety Risk Assessments, block Electrical Certificates and Asbestos Risk Assessments.

2.4 Respectful and helpful engagement


	2020	2022	2023	Direction of travel	% change 2022 to 2023
Satisfaction that we listen to tenant views and act upon them	52%	49%	55%	↑	+6%
Satisfaction that we keep tenants informed about things that matter to them	62%	62%	71%	↑	+9%
Agreement that we treat tenants fairly and with respect	N/A	68%	72%	↑	+4%

This is another area where satisfaction has increased for all measures. The highest numbers of comments from satisfied tenants indicated that they like the tenant newsletters/bulletins and Your District Today magazines (99 comments) and that our staff are always respectful (80 comments).

Dissatisfied residents highlighted that they don't feel listened to (74 comments) plus a perceived lack of action to deal with repairs (49 comments).

We also asked residents how they would like to be kept informed, and the most popular channels are letter (55%), tenant newsletters/bulletins (55%) and emails (36%). 18% of respondents said they like to be informed via Housing Online/MyAccount.




2.5 Effective handling of complaints

	2020	2022	2023	Direction of travel	% change 2022 to 2023
Satisfaction with our approach to handling complaints	N/A	50%	34%		-16%

This is the only area where satisfaction has dropped from the previous year. Mid-year benchmarking results indicate that this is not unique to us, as many landlords have also seen a dip in satisfaction with complaint handling.

The Regulator requires us to only ask this question of people who have made a complaint in the last 12 months, yet 146 tenants answered the question despite us only having received 51 tenant complaints in 2022/23. As such, it is likely that tenants have not distinguished between the council's formal definition of a complaint, and a request for service, which is likely to have skewed the results.

2.6 Responsible neighbourhood management

	2020	2022	2023	Direction of travel	% change 2022 to 2023
Satisfaction that we keep communal areas clean and well maintained	N/A	70%	70%		0%
Satisfaction that we make a positive contribution to neighbourhoods	N/A	48%	59%		+11%
Satisfaction with our approach to handling anti-social behaviour	N/A	51%	54%		+3%

Satisfaction has increased for all areas of neighbourhood management except the cleanliness of communal areas, which has remained the same.

It should also be noted that anti-social behaviour satisfaction attracted a high level of "neither satisfied nor dissatisfied" responses (30%), which is likely to be because the Regulator requires us to ask this question of all tenants, regardless of whether they have reported any anti-social behaviour. If a tenant has not reported any anti-social behaviour, they are unlikely to be able to form an opinion on how we deal with it.

3. ACTION PLAN

- 3.1 Following analysis of the full survey results, officers have worked with the Strategic Tenant Advisory Panel to develop the draft action plan attached as Appendix 2.
- 3.2 The action plan has separate sections for each of the TSM themes the Regulator uses. Officers and tenants have compared F&HDC's results to the mid-year benchmarking information available and used this information, alongside the free text comments received in responses to our survey, to develop the objectives and actions contained in the draft action plan. This approach has been used to help us increase satisfaction in the areas where improvement is most required – particularly repairs, complaints handling and neighbourhood management.

4. OPTIONS

4.1 To approve the draft Tenant Survey Action Plan (recommended option)

This is the recommended option because the draft action plan has been developed in partnership with the Strategic Tenant Advisory Panel, based on the findings from the tenant satisfaction survey, to ensure actions are targeted in the areas where improved satisfaction is most needed.

4.2 To make changes to the draft Tenant Survey Action Plan

This option is not recommended because the Strategic Tenant Advisory Panel has worked with officers to use the survey findings to ensure the actions we propose to take are focused on the right areas.

5. RISK MANAGEMENT ISSUES

- 5.1 A summary of the perceived risks follows:

Perceived risk	Seriousness	Likelihood	Preventative action
Tenants do not support the draft Action Plan	Medium	Low	The action plan was developed in partnership with the Strategic Tenant Advisory Panel, which is in place to represent the views and interests of all tenants
The actions in the Action Plan are not delivered	High	Low	Progress on the actions in the action plan will be monitored during the housing team's monthly

			performance meetings to ensure they are delivered
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6. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

6.1 Legal Officer's Comments (NM)

As a social housing landlord the Council has a duty to ensure meaningful engagement with tenants as set out by the Regulator of Social Housing.

6.2 Finance Officer's Comments (LW)

There are no financial implications arising directly from this report.

6.3 Diversities and Equalities Implications (MB)

There are no diversity or equality implications arising directly from this report. The 2023 tenant satisfaction survey achieved a good cross-section of responses by age, gender, disability status, ethnicity and sexual orientation. The actions in the draft action plan are designed to increase satisfaction for all tenants, regardless of their protected characteristics.

6.4 Climate Change Implications (AT)

No direct climate change implications to this report.

7. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

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The following background documents have been relied upon in the preparation of this report: None.

Appendices:

Appendix 1: [2023 Tenant Satisfaction Survey Results](#)

Appendix 2: [Tenant Survey Action Plan 2023](#)