

## Title: Resident survey Tenant Satisfaction Measures 22/23 and Q1 23/24 findings

Author: Frank Perrins

Meeting Date: 21<sup>st</sup> July 2023

### 1. Background

1.1. The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. Called 'Tenant Satisfaction Measures', they are intended to:

- make landlords' performance more visible to tenants,
- help tenants hold their landlords to account,
- point the regulator to which landlords might need to improve things

1.2. Following a consultation exercise during early 2022 it has been concluded that there will be twenty-two tenant satisfaction measures, covering five themes of keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. Ten of these will be measured by landlords directly (for example RP02: Repairs completed with target timescale), and twelve will be measured by landlords through carrying out tenant perception surveys.

Measured by landlords	Tenant Perception (TP) - measured by surveys
	TP01: Overall satisfaction
RP - Keeping properties in good repair	
RP01: Homes that do not meet the Decent Homes Standard	TP02: Satisfaction with repairs
RP02: Repairs completed within target timescale	TP03: Satisfaction with time taken to complete most recent repair
	TP04: Satisfaction that the home is well maintained and safe to live in
BS - Maintaining building safety	
BS01: Gas safety checks	TP05: Satisfaction that the home is safe
BS02: Fire safety checks	
BS03: Asbestos safety checks	
BS04: Water safety checks	
BS05: Lift safety checks	
RP - Respectful and helpful engagement	
	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
CH - Effective handling of complaints	
CH01: Complaints relative to the size of the landlord	TP09: Satisfaction with the landlord's approach to handling of complaints
CH02: Complaints responded to within Complaint Handling Code timescales	
NM - Responsible neighbourhood management	
NM01: Anti-social behaviour cases relative to the size of the landlord	TP10: Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP12: Satisfaction with the landlord's approach to handling of anti-social behaviour

- 1.3. The regulator has provided detailed definitions of each of the TSMs measured by the landlord and given clear guidance around how the perception surveys are to be carried out to capture accurate, robust and representative satisfaction scores.
- 1.4. The Tenant Perception measures will be measured via a Tenant Satisfaction Measures (TSM) survey, replacing the STAR survey as the industry standard for undertaking tenant perception surveys.
- 1.5. Organisations will need to start to record these measures during 2023/24 to submit a report to the Regulator at end of the financial year. Once the first year's performance has been reported, performance will be benchmarked across landlords and published so that tenants can see how their landlord is performing compared to other landlords.

## **2. Main Points**

### **2.1. TSMs Measured by Landlords**

- 2.2. Whilst some of the TSMs measured by the landlord have been reported by Housing Leeds for some time there are a number of new indicators along with some changes to definitions. Housing Leeds has been working closely with colleagues in the corporate Performance and Intelligence Team and IDS to create new reports and amend existing reports in order to calculate and report performance strictly in line with the new definitions from April 2023.

2.3. A performance management framework has been developed for the reporting of TSMs. Quarter 1 performance information is currently being collated and quarterly performance on the TSMs will be reported into the Leeds Housing Board from November 2023.

#### **2.4. TSMs Measured by Surveys**

2.5. The Regulator initially published the proposed questions in early 2022 as part of their consultation on the new guidelines. This has given us time to trial the survey throughout the year, piloting different survey methods and learning how tenants feel about services now, following a break since the last STAR survey in 2018 (the 2020 STAR survey did not take place due to the COVID pandemic).

#### **2.6. Trialling Different Approaches**

2.7. In a change to how we previously carried out the STAR survey (as a large one-off survey every two years), we have moved to carrying out ongoing surveys with smaller samples, each quarter. This means we can track satisfaction trends over time (albeit at low accuracy), and then pull these figures together into a set of accurate cumulative figures at the end of the year, to be reported to the regulator.

2.8. Throughout each quarter we have piloted different combinations of 2 or 3 of the following methods, which has helped us to understand how they affect: levels of engagement from different demographics, satisfaction scores, costs and response rates:

- Online surveys sent by email and text messages
- Telephone surveys carried out by a third party contractor
- Postal surveys

2.9. As we have been piloting different approaches this has contributed towards differences in levels of satisfaction for each quarter, meaning that a like for like comparison of performance between each quarter is difficult.

#### **2.10. TSM Survey Results**

2.11. The results for the full 2022/23 financial year are shown in the table overleaf. This shows that overall satisfaction with services provided was 60% in 2022/23.

2.12. The Regulator released the final TSM question set in Autumn of 2022, so there were a number of changes made to questions between Q2 and Q3, including rewording some questions and adding a couple of new 'filter questions'. The TSM questions and results are highlighted in grey and the results where there has been some change to method are highlighted orange, with notes below.

- 2.13. Combining the responses from all quarters including BITMO (910 + 610 + 549 + 583 = 2,652) gives a confidence interval of +/-1.9% city wide, which is within the TSM margin of +/-2%.

	2018	2022/ 23	Diff- erence
Count of Responses		2652	
Statistical accuracy - confidence interval	1.4%	1.9%	
Method: Online=O, Postal=Po, Telephone=T, Text reminder=(tx)	PO	O(tx)PT	
<b>Overall</b>			
Overall satisfaction with services provided	77%	60%	-17%
<b>The home</b>			
Percentage of tenants who had a repair in the last 12 months	74%	66%	-8%
Satisfaction with overall repairs service received in the last 12 months <sup>1</sup>	70%	66%	-4%
Satisfaction with time taken to complete most recent repair	69%	61%	-8%
Satisfaction that landlord provides a home that is well maintained <sup>2</sup>	74%	61%	-13%
Satisfaction that landlord provides a home that is safe <sup>3</sup>		61%	
Satisfaction that your rent provides value for money	76%	67%	-9%
Percentage who find energy bills difficult to afford		50%	
Heating and insulation is good at keeping your home warm in the winter	66%	53%	-13%
<b>Contact and communication</b>			
Satisfaction that your landlord listens to your views and acts upon them	56%	44%	-12%
Satisfaction that you are kept informed about things that matter to you	65%	53%	-12%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect' <sup>4</sup>	74%	62%	-12%
Percentage who made a complaint in the last 12 months		32%	
Satisfaction with your landlord's approach to complaints handling <sup>5</sup>	55%	39%	-16%
Satisfaction that your landlord is easy to deal with	63%	56%	-7%
Agree that landlord has a good reputation in your area	60%	48%	-12%
Agree that landlord has friendly and approachable staff	78%	67%	-11%
Agree that the landlord is approachable if need advice and support	69%	59%	-10%
<b>Neighbourhood and community</b>			
Satisfaction that communal areas are kept clean and well maintained <sup>6</sup>		56%	
Satisfaction with neighbourhood as a place to live	74%	63%	-11%
Satisfaction that landlord makes a positive contribution to your neighbourhood		44%	
Satisfaction with your landlord's approach to handling anti-social behaviour	56%	42%	-14%
Feel safe in the local area	76%	66%	-10%
Satisfaction with overall appearance of neighbourhood	69%	58%	-11%
<b>Other</b>			
Describe their current financial position as fairly or very difficult	22%	26%	4%
Use the internet (at home or via smartphone)	66%	83%	17%

*TSM question - grey*

<sup>2</sup>Satisfaction with overall quality of your home in Q1 and Q2

<sup>3</sup>Satisfaction that your home well maintained and safe to live in in Q1 and Q2

<sup>5</sup>Filtered to those who have made a complaint in previous 12 months from Q3

<sup>6</sup>Removed 'safe' from question re communal areas from Q3

*GN tenants only asked in 2018 - pale orange*

<sup>1</sup>Satisfaction with repairs and maintenance in 2018

<sup>4</sup>Satisfaction that your landlord treats you fairly in 2018

- 2.14. Satisfaction across most indicators is lower than it was in STAR 2018. 'Overall satisfaction with services provided' shows a drop of 17%. Whilst there has been a fall in satisfaction, some of this is attributable to changes to the method - with greater use of online surveys and the need to apply statistical weightings. Modelling the data to take account of these, presents a truer picture of the drop to be around -10%.
- 2.15. The survey asked tenants to rate the importance of key aspects of the service. This table presents the findings for the full year, as the % of tenants that said the service is very important. The order of priorities has remained consistent each quarter.

All Qtrs Priority area	% said very important
Repairs and maintenance service	89%
Overall quality of your home	86%
Dealing with anti-social behaviour	85%
Neighbourhood as a place to live	81%
Quality of customer service provided	74%
Being kept informed about things that might affect you	73%
Support and advice with rent and claiming benefits	64%
The online service available	46%

### 2.16. Benchmarked Performance

- 2.17. Since 2022/23 has been a pilot period for social landlords and the Regulators' TSM survey did not formally start until April 2023/24, it has not been possible to formally compare performance accurately with other providers.
- 2.18. HouseMark is a leading data and insight company for the UK housing sector which has worked with the Regulator to develop the TSMs. Over the last year they have been supporting organisations to prepare for the implementation of the TSM framework. Housemark has confirmed that they have seen big drops in satisfaction across the sector compared to the pre-Covid surveys, particularly in large urban areas like Leeds, with drops of around 10% or more. They report likely reasons for this include repairs volumes, workforce and materials delays, contact centre waiting times, potential increases in ASB, rise in formal complaints, voids backlog.

### 2.19. Key drivers of satisfaction:

- 2.20. Using a data mining algorithm (Multiple Linear Regression) to measure the relationships between responses to key questions and the overall satisfaction question, we can identify which areas have most bearing on how tenants feel overall. These key drivers, in order of influence, were seen to be:

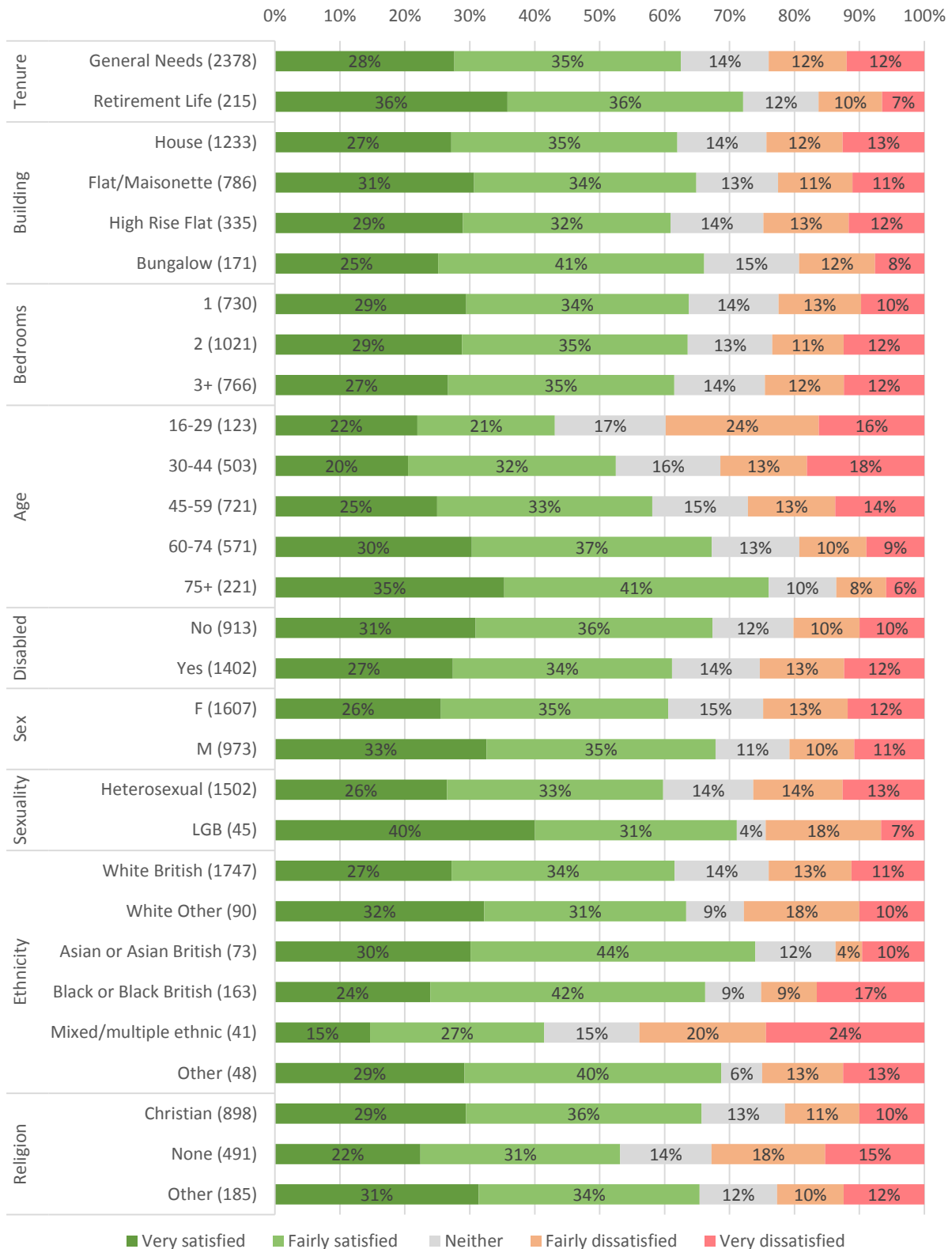
- Key drivers: Satisfied with the repairs service - Home well maintained / satisfied with quality of home
- Secondary drivers: Easy to deal with - Listens and acts on views – Landlord has a good reputation
- Further drivers: Home is in a safe condition - Treat fairly and with respect

### **2.21. Summary of tenant demographic analysis**

- 2.22. Raw (unweighted) figures were analysed against a range of tenant demographic and property characteristics to understand areas of high and low satisfaction. A chart for overall satisfaction is included overleaf.
- 2.23. Sheltered tenants were generally more satisfied than general needs, with figures similar to those of older tenants. However, they were slightly more likely than older tenants to say they had reported a repair in the last 12 months, and to say their financial position is okay, and less likely to say they have access to the internet, and that they are satisfied with the neighbourhood/the landlord's contribution to it.
- 2.24. Considering types of property, those in high rise flats were less likely to say their heating and insulation is good, however they were more positive than others about the ease of affording energy bills. Those in bungalows were generally much more positive, linked to the higher proportion of older tenants. However, they were less likely to say it is easy to afford energy bills and that they have access to the internet at home.
- 2.25. Younger tenants were generally less positive than older tenants throughout the survey. This difference was most polarised around overall satisfaction, the repairs service, the home, and heating and insulation. However, those that were least likely to describe their financial situation positively were those in the middle age groups.
- 2.26. Disabled tenants were less satisfied in general, and in particular around communication and customer services. They were more likely to have had a repair in the last 12 months and much less likely to have internet access or be positive about their current financial situation or the ease of affording energy bills.
- 2.27. Female tenants were generally less positive, and in particular around the repairs service and maintenance of the home. They were more likely to have reported a repair in the last 12 months.
- 2.28. Lesbian, gay or bisexual tenants were generally much more positive throughout, however the sample was small (43 surveys) and is likely to be inaccurate.
- 2.29. Considering tenants of different ethnicities: Asian or Asian British tenants were generally the most satisfied, followed by Black or Black British tenants - who were slightly more positive than White British tenants in all areas except for the repairs service and home maintenance. Results for the White Other tenants were similar to White British tenants. Tenants of mixed/multiple ethnicities were least satisfied throughout, although the sample was low (45), so this is likely to be inaccurate.

2.30. Those tenants with no religion or belief were generally much less positive than Christian tenants or those of other religions, however this is likely to be linked to age - with younger tenants less satisfied.

### Taking everthing into account, overall satisfaction





- 2.31. An equality impact assessment has been undertaken of different survey methods, to identify how accessible different survey methods are to different demographic groups. The number of phone and online methods are fairly representative of the tenant profile, whilst postal surveys are low for the younger age group and high on the older population compared to the tenant profile.

		Survey Responses			Tenants
		Online	Postal	Phone	
Age	18-39	21%	10%	23%	26%
	40-59	43%	27%	34%	40%
	60+	36%	63%	44%	34%
Sex	F	65%	57%	65%	61%
	M	35%	43%	35%	39%
Disabled	No	43%	34%	38%	
	Yes	57%	66%	62%	
BAME	White:British	81%	85%	80%	77%
	Ethnic Minority	19%	15%	20%	23%
Number Of Bedrooms	1	26%	34%	27%	28%
	2	42%	38%	43%	41%
	3+	32%	29%	30%	31%
Asset Type	Bedsit	1%	1%	0%	0%
	Bungalow	5%	10%	4%	5%
	Flat	27%	31%	31%	26%
	High Rise Flat	14%	12%	16%	13%
	House	51%	46%	47%	53%
	Maisonette	3%	1%	2%	2%
Category Type	GN	96%	84%	96%	92%
	RLS	4%	16%	4%	8%

### 3. Communicating the Results

- 3.1. Our performance against the TSMs will be reported to tenants in our June annual report, with quarterly 'bite size' summaries of the perception measures being shared with residents throughout the year going forward. The annual report is currently in development and will be shared with the Executive Member for comment ahead of issue in mid-June. Members of the Tenant Voice Panel are involved in the design and content of the report and will help shape the presentation of the report so that the TSM information is accessible and can be understood by a wide audience.
- 3.2. Results from the TSM survey will also be shared with staff and used to inform our service improvement plans for the year ahead with a particular focus on the customer, customer care and complaints incorporated into team plans and staff objectives.

### 4. 2023/24 TSMs

- 4.1. A performance framework has been developed for the reporting of TSM performance from April 2023. Quarterly performance will be reported to

the Leeds Housing Board as it becomes available. Results for quarter 1 have recently become available for the key TSM questions and are included below. It can be seen that 'Overall satisfaction with services provided' was 63% in quarter 1 (compared to 60% for 2022/23), and results from many of questions have performed significantly better. However, it should be noted that these figures are less accurate than when accumulated across a full year and should be treated with some caution.

<b>TSM Survey Results Q1</b>	<b>22/23</b>	<b>Q1</b>	<b>Diff to 22/23</b>
Count of Responses	2652	560	
Statistical accuracy - confidence interval	1.9%	4.1%	
<b>Overall</b>			
Overall satisfaction with services provided	60%	63%	3%
<b>The home</b>			
Percentage of tenants who had a repair in the last 12 months	66%	68%	2%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	2%
Satisfaction with time taken to complete most recent repair	61%	63%	2%
Satisfaction that landlord provides a home that is well maintained	61%	68%	7%
Satisfaction that landlord provides a home that is safe	61%	74%	13%
<b>Contact and communication</b>			
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	10%
Satisfaction that you are kept informed about things that matter to you	53%	66%	13%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect	62%	76%	14%
Percentage who made a complaint in the last 12 months	32%	30%	-2%
Satisfaction with your landlord's approach to complaints handling <sup>5</sup>	39%	30%	-9%
Satisfaction that your landlord is easy to deal with	56%	67%	11%
<b>Neighbourhood and community</b>			
Satisfaction that communal areas are kept clean and well maintained	56%	66%	10%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	20%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	51%	9%

- 4.2. The methodology for the 2023/24 TSM Survey has been finalised to ensure a balance between survey methods which achieve higher satisfaction scores, whilst ensuring accessibility to all customer groups and represent best value for money. Following the TSM guidance of the Housing regulator, details of the finalised approach for 2023/24 will be presented to the Board at the November meeting along with evidence to support the decision, including the Equality Impact Assessment.

## **5. Service Priorities In Response to the TSM Results**

- 5.1. Through the Housing Leeds service improvement plan we are seeking to improve performance and customer satisfaction across all areas of the housing service. The delivery of the 2023/24 Housing Leeds Service Plan will be overseen by Housing Leeds' senior management team.
- 5.2. Targeted improvement plans are underway for service areas which are known to have the biggest drivers of customer satisfaction – the repairs service and quality of the home along with customer service and landlord reputation:
- 5.3. Repairs Service – Since the start of the financial year the number of repairs at Work in Progress (or WIP) status has reduced by approximately 9,000 and is now only fractionally above the 'target WIP' position set in the service improvement plans. This position has been achieved by a number of means, including additional resources, process reviews and the implementation of efficiencies in the delivery of responsive repairs. Reducing these outstanding repairs has also meant that the number of 'overdue' repairs has also reduced significantly, outlined by the improvement in customer satisfaction.
- 5.4. Contact Centre Performance – Housing Leeds have regular meetings with the Contact Centre both at an operational and strategic level to review performance, identify any contact issues and trends and identify opportunities to improve performance / the customer experience. The volume of calls has reduced since the end of 22/23 and so call rates / answer times have improved slightly although they have not yet recovered to pre-COVID levels due to higher call volumes and longer call handling times. We will continue to work with the Contact Centre to drive further improvements in performance.

## **6. Recommendations**

- 6.1. Members of the Leeds Housing Board are asked to note and comment on the first year of data from the TSM surveys, along with the quarter 1 results from 2023/24.