

## Title: Tenant Satisfaction Measures Update

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### 1. Background

- 1.1. Since April, social housing landlords have been required to collect information against the Tenant Satisfaction Measures (TSM), which are a suite of twenty-two measures designed to give an accurate picture of a landlord's performance.
- 1.2. Twelve of the measures are collected via tenant surveys. In Leeds these have been conducted quarterly since April 2022. The remaining ten are collected with reference to our internal data on a number of areas such as, for example, the number of gas safety inspections that have been conducted.
- 1.3. The Board has previously been informed of the 2023/24 Q1 results from the tenant survey. This report builds on that by presenting to the Board TSM data from Q1 and 2 for both tenant surveys and internal data, giving a picture of our performance against the TSMs half way through the municipal year.
- 1.4. We will be required to submit the results for the 2023/24 municipal year to the Regulator for Social Housing next summer, who will collate the publish the data from social housing providers from across the country and publish the results online.
- 1.5. The TSMs are:

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	

Measured by landlords	Tenant Perception (TP) - measured by surveys
	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

## 2. **Main Points**

### 2.1. **TSM survey Q2 results**

2.2. Results for the TSM questions (including BITMO) are listed below and include the Q1 results for comparison:

<b>TSM Survey Results</b>	<b>22/23</b>	<b>Q1</b>	<b>Q2</b>	<b>Cum</b>	<b>Diff to 22/23</b>
Count of total responses	2652	685	719	1404	
Statistical accuracy - confidence interval	1.9%	3.7%	3.6%	2.6%	
<b>Overall</b>					
Overall satisfaction with services provided	60%	62%	63%	63%	3%
<b>The home</b>					
Percentage of tenants who had a repair in the last 12 months	66%	68%	70%	69%	3%
Satisfaction with overall repairs service received in the last 12 months	66%	68%	71%	70%	4%
Satisfaction with time taken to complete most recent repair	61%	63%	67%	65%	4%
Satisfaction that landlord provides a home that is well maintained	61%	68%	65%	66%	5%
Satisfaction that landlord provides a home that is safe	61%	74%	73%	73%	12%
<b>Contact and communication</b>					
Satisfaction that your landlord listens to your views and acts upon them	44%	54%	54%	54%	10%
Satisfaction that you are kept informed about things that matter to you	53%	66%	65%	65%	12%
Percentage of tenants agreeing 'my landlord treats me fairly and with respect'	62%	75%	73%	74%	12%
Percentage who made a complaint in the last 12 months	32%	29%	26%	28%	-4%
Satisfaction with your landlord's approach to complaints handling	24%	29%	24%	27%	3%
Satisfaction that your landlord is easy to deal with*	56%	67%	65%	66%	10%
<b>Neighbourhood and community</b>					
Satisfaction that communal areas are kept clean and well maintained	56%	66%	62%	64%	8%
Satisfaction that landlord makes a positive contribution to your neighbourhood	44%	64%	59%	62%	18%
Satisfaction with your landlord's approach to handling anti-social behaviour	42%	50%	52%	51%	9%

- 2.3. Taking the learning from our detailed survey pilot we agreed for the upcoming period to conduct a combination of telephone surveys (80%) and email invitations to online surveys (20%) with text message reminders. Only the TSM questions, an open text comment and the further question 'landlord is easy to deal with' were included in the phone survey, with further questions included in the online survey only.
- 2.4. Due to the disproportionately large number of surveys required by BITMO for their findings to be useful, surveys for this group are being handled as a separate process. These are later merged with the LCC surveys and a weighting is applied to correct for the oversample, to produce a final figure for 2023/24.
- 2.5. During Q2 719 surveys were completed, 510 by telephone and 209 through an online survey.
- 2.6. Results for Q2 are consistent with Q1 on the whole. Where there is variation from Q1 to Q2 it falls within the margin for error (+/-3.6%), so should not be considered significant.
- 2.7. Cumulative results for 2023/24 compare favourably with 2022/23, and with a smaller margin for error (+/-2.6%) can be considered an improvement. Particularly notable improvements at this stage compared to 2022/23 include:
- Landlord makes a positive contribution to the neighbourhood (+18%).

- Landlord provides a home that is safe (+12%).
  - Being kept informed about things that matter (+12%).
  - Landlord treats me fairly and with respect (+12%).
- 2.8. HouseMark have offered to conduct mid-year benchmarking with our peers of TSM results for Q1 & Q2 combined. We have submitted results to take part and their report is expected on 6<sup>th</sup> November.
- 2.9. Our Contractor Acuity is to commence the telephone element of the Q3 survey from 6<sup>th</sup> to 18<sup>th</sup> November, with the online element conducted first from 30<sup>th</sup> October to 11<sup>th</sup> November.

### **3. TSM Management Information Q1 and Q2**

- 3.1. Appendix 1 shows TSM performance for Q1 and Q2 where reported from internal management data, covering the TSMs in the left-hand column in the table at paragraph 1.5.
- 3.2. This data has been compiled from several sources; from LCC systems, a range of LCC officers working in various service areas, officers who work monitoring our PFI contracts and colleagues from the Belle Isle Tenant Management Organisation (BITMO) who compile their data independently.
- 3.3. The TSM performance has been calculated in accordance with the TSM definitions as provided by the Regulator. We are working with Internal Audit to receive independent validation that the calculation methodology used is in accordance with the Regulator's definitions.
- 3.4. The Council currently receives complaints at a rate of approximately fifty-six households for every one thousand homes.
- 3.5. A subsequent item on this meeting's agenda will look at the complaints handling performance in detail - at the end of Q2 82% of Stage 1 complaints and 78% of stage 2 complaints were responded to within the target timescale.
- 3.6. 3.9% of our stock is currently judged to not meet the Decent Homes Standard.
- 3.7. Regarding repairs performance, the current provisional figure (April to August) is that 73.34% of Housing Leeds repairs were completed within target timescales. It should be noted that this figure will change when the significant number of repairs jobs still open are completed/closed.
- 3.8. For BITMO 96.93% of repairs were completed within timescale and for stock managed via PFI contracts performance was 98%.
- 3.9. In terms of the safety checks that are conducted on a rolling basis, asbestos, water and lift safety checks all stand at 100%.
- 3.10. The current figure for fire safety checks completed is 92.9% But that figure does not illustrate that 100% of all higher risk sites (high rise, Retirement Life, Extra Care, community centres and offices) have been completed. Lower risk sites (e.g., A1F archetypes, converted Victorian properties) where access was previously an issue are now accessible due to an updated key management programme. This allows any outstanding checks to be completed and the figure is forecast to be 100% by the end of financial year.

3.11. The figure for gas safety checks completed is 99.8%. For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord's Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved, and the gas safety check is completed.

#### **4. Next steps**

- 4.1. The TSM data will continue to be reported to the Board once each successive quarter's data is collected and analysed.
- 4.2. The first year's data, covering the 2023/24 financial year will be reported, along with that of other social housing landlords, in the summer of 2024 to the RSH.
- 4.3. The data will then be published online for tenants and stakeholders to consult and reference.
- 4.4. As more organisations are now beginning to report their TSM performance a priority for the next six months is to benchmark our performance with other organisations to review our improvement priorities.

#### **5. Actions Underway to Improve TSM Performance**

- 5.1. A big focus of team service plans for 2023/24 is to improve performance on the TSMs. It is well reported that customer satisfaction tends to be driven by the quality of a repairs and maintenance service along with the effectiveness of handling of customer contact. These areas are therefore a particular priority for the service. Other actions also being undertaken are outlined below.
- 5.2. **Repairs** – Backlogs of repairs have reduced significantly since the start of the calendar year which has resulted in both Mears and LBS having much greater capacity to plan, attend, and complete jobs within their target timescales. Since March this year, work in progress (WIP) levels (live repair jobs allocated to contractors), have reduced from a peak of c30,000 to c17,000 at present. This means that the service is only c1,000 jobs above the normal running target of c16,000 live jobs.
- 5.3. It should be noted that over the last twelve months, the volume of new repairs being reported has risen by c20%. This significant increase is believed to be, in the main, due to the under reporting of repairs during the pandemic and the subsequent recovery period. This increase has made recovery to normal WIP levels exceptionally challenging and has resulted in initiatives to increase contractor capacity, and accelerate to job completion rates, getting slowed down.
- 5.4. We continue to hold weekly meetings with Mears and LBS to monitor performance and agree improvement measures in order to ensure that performance against this indicator continues in a positive direction.
- 5.5. **Customer contact** – we have seen an improvement in contact centre call handling performance, improving to 87% of calls being answered for the first six months of 2023/24 (up from 73% for the same period 2022/23), largely linked to a 17% reduction in the volume of calls between the two

periods. The reduction in calls is in the main linked to a reduction in the repairs backlog and repeat customer contact. Regular meetings are in place between Housing Leeds and the Contact Centre to review performance, address any emerging contact issues and seek to improve the ongoing efficiency of customer contact. These meetings have helped to identify and resolve blockages in terms of repairs contact and to streamline customer contact on rent so that the contact is transferred directly to the correct Housing Office.

- 5.6. We are currently working with Civica to deliver an improved tenant portal via our Housing Management system, Cx. This will enable tenants to report a repair and monitor progress online, offering a digital solution which is expected to further reduce contact into the contact centre. Timescales for the delivery of the tenant portal should be available in the next couple of months.
- 5.7. **Customer Complaints** – a big focus has been placed on improving our complaints performance as outlined in the separate report on this agenda.
- 5.8. **Neighbourhoods and Community** - whilst performance is not where we want it to be on customer satisfaction with ASB, neighbourhoods and communal areas, it has been improving over recent quarters. We have arrangements in place with other Council teams for the management of ASB, the estate environment and communal cleaning. We are currently reviewing our ASB policy with Leeds Anti-social Behaviour Team to strengthen our management of ASB, and a customer satisfaction survey will resume to better understand customer feedback. We are also looking to embed more formal arrangements for monitoring services to ensure that services are closely aligned to the regulatory framework - hearing the voice of customers and using this to improve services.

## **6. Recommendations**

- 6.1. Members are requested to note and comment on the TSM Q1 and Q2 results and actions being taken to improve performance.