

Title: Tenant Satisfaction Measures 23/24 Year End Update

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1. Background

- 1.1. Social housing providers have, since April 2023, been required to collect and collate data against 22 Tenant Satisfaction Measures (TSMs).
- 1.2. We are required to submit the 2023/24 results to the Regulator of Social Housing (RSH) by the end of June.
- 1.3. The RSH will collate the national data and publish it online so provider performance across the country can be compared.
- 1.4. The new requirements are part of the wider regulatory changes being introduced to the sector via the Social Housing (Regulation) Act, which includes updated Consumer Standards and the introduction of a regime of inspections for social housing providers.
- 1.5. This report gives the Leeds Housing Board the opportunity to review and comment on our 23/24 results as they are submitted to the Regulator of Social Housing.
- 1.6. Throughout the municipal year the Leeds Housing Board has received updates on the Q1, Q2 and Q3 results as they became available, putting our performance in the public domain as the year has progressed. We have also outlined what actions have been implemented to improve performance in priority areas throughout the year.

2. 2023/24 TSM results

- 2.1. TSM performance reportable to the RSH for the full 2023/24 year is outlined in the below table:

Code	TSM	2023/24 overall result
TP01	Overall satisfaction	66%
TP02	Satisfaction with repairs	70%
TP03	Satisfaction with time taken to complete most recent repair	67%
TP04	Satisfaction that the home is well maintained	68%
TP05	Satisfaction that the home is safe	74%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	55%

TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	67%
TP08	Agreement that the landlord treats tenants fairly and with respect	74%
TP09	Satisfaction with the landlord's approach to handling complaints	29%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	65%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	60%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	53%
RP01	Homes that do not meet the Decent Homes Standard	3.5%*
RP02	Repairs completed within target timescale	Non-emergency: 82.5% Emergency: 93.6%
BS01	Gas safety checks	99.35%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	100%
BS05	Lift safety checks	100%
CH01	Complaints relative to the size of the landlord	Stage 1: 41.42 per 1000 homes Stage 2: 10.43 per 1000 homes
CH02	Complaints responded to within Complaint Handling Code timescales	Stage 1: 88.15% Stage 2: 87.66%
NM01	Anti-social behaviour cases relative to the size of the landlord	15.77 per thousand homes

* Provisional figure

- 2.2. Appendix 1 provides an overview of the results for the TSMs collected via quarterly tenant satisfaction surveys, along with more detailed analysis of performance and trends.
- 2.3. Appendix 2 contains the results for the TSM Management Information (MI) data that are derived from our internal performance data.

3. **Validation of the 23/24 TSM data**

- 3.1. It is critical that TSM performance reported to the RSH is reported exactly in accordance with the definitions outlined in the RSH's TSM Technical Requirements [here](#). In finalising our year end calculations of TSM performance the methodology and data used to complete the calculation have been validated to ensure that performance is calculated in accordance with the technical requirements, incorporates all required services and organisations, including BITMO, and that checks have been completed of data to ensure the accuracy of reported performance.
- 3.2. In relation to the management information indicators, the Directorate's Business Development Manager has worked with service leads/PFI/BITMO

for each of the indicators to review data available in systems to calculate TSM performance, incorporate data held by PFI and BITMO and identify where manual adjustments are required to ensure strict compliance with the definition. All calculations are clearly recorded with a clear audit trail back to source data used from relevant systems. The Council's Internal Audit team is currently undertaking work to validate the methodology and data sources used to make the calculation. Although this work covering four identified TSMs is still in progress, the review has not identified anything that would suggest any different or raise significant concern regarding either the, calculation methodology or the accuracy of the data to be submitted.

- 3.3. In relation to the tenant satisfaction survey indicators, consideration was given to the TSM survey methodology prior to the start of the 2023/4 financial year. To design a rationale for the TSM survey collection method, Housing Leeds SMT considered a range of options based on the findings from 2022/23 before agreeing a combination of online and phone methods (at a 20:80 ratio). These methods were seen to attract a generally representative response from different groups.
- 3.4. We were supported to carry out the TSM surveys by a specialist contractor, Acuity, who are Company Members of the Market Research Society (MRS) and work to the Society's Code of Conduct. Their telephone interviews are carried out in-house by experienced staff with an understanding of social housing tenants needs. Their software ensures phone numbers are tried at different times of the day, during and outside of office hours including weekends, until assuming a non-response.
- 3.5. Acuity samples contacts from a current list of all tenants to carry out more than the number of surveys required to meet regulatory requirements (>2,300, $\pm 2\%$ at the 95% confidence level). We have worked with them to design a sampling approach that targets quotas of tenants based on the key factors that are most likely to affect satisfaction (Area, Tenure <General Needs or Retirement Life> and Age). These quotas update dynamically during the fieldwork period, so that completions from these groups in the final survey should represent the tenant population. We regularly audit that this process is working correctly, by checking that proportions of these groups in the completed data follow those within the tenant profile.

4. How the data is being used to drive performance improvements

- 4.1. Once the RSH publishes TSM data for 2023/24 this will enable us to undertake robust benchmarking against validated data with other landlords to identify how our performance on each of the TSMs compares with other landlords. During 2023/24 we have undertaken some benchmarking of TSM performance via Housemark, but on the understanding that the benchmarked data was not yet validated.

- 4.2. From benchmarking that we have undertaken we have identified that for most TSMs our performance exceeds the average for other similar landlords (based on Quarter 2/3 Housemark data). However for some TSMs our performance was similar to or below the average for other similar landlords and so targeted action is underway to strengthen our performance on these particular indicators, as outlined below:
- 4.3. **TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them** - performance was only slightly higher than other similar landlords at 65%. Our self-assessment against the Transparency, Influence and Accountability Standard also identifies that our communications and information sharing arrangements could be strengthened. We are currently looking to develop a consistent service wide Communication Strategy during summer 2024 setting the expectation of how services will communicate with customers. Individual services will then self assess their approach against the strategy and implement actions to strengthen the quality of our communications by the end of 2024/25.
- 4.4. **NM01 ASB cases relative to size of landlord / TP12 Satisfaction with the landlord's approach to handling ASB** - From Housemark benchmarking undertaken during 2023/24, the number of ASB cases is very low when compared to other similar landlords and customer satisfaction is also low. Our methodology for reporting NM01 in 2023/24 has been to capture all the cases opened for ASB reported by, or on behalf of a council tenant. For this return we are not capturing all ASB cases reported - where a report resulted in advice and signposting only this was not formally opened as a case. There is a review underway of the ASB policy and procedures and as part of the review there will be customer engagement to ensure that the updated policy and procedures take into account customer feedback.
- 4.5. **RP02 Repairs completed within target timescales** - Average repairs performance is in line similar landlords at around 88% across both emergency and non-emergency repairs, however it is acknowledged that performance against non-emergency repairs (82.5%) requires improvement. During 2023 and early 2024 the service has focused on reducing the level of work in progress (WIP) generated during the previous two years. This backlog reduction has now concluded, with WIP levels now at or below target levels. As such, the focus of the service has shifted to achieving completion within target across all repair categories. This has already delivered improvements in performance and this positive trend is anticipated to continue.

5. Next Steps

- 5.1. Our performance management frameworks have been updated to enable regular reporting of TSM performance within teams, to the Senior Management Team and to the Council's Scrutiny Board. Performance will be monitored on a regular basis and actions taken to strengthen our

performance across all of the TSMs. Performance will be reported on a quarterly basis to the Leeds Housing Board, along with benchmarked performance.

6. Recommendations

- 6.1. The Board is requested to note and comment on the 2023/24 TSM results and actions being taken to improve performance.