

Title: Tenant Satisfaction Measures Q1 Update

Author: Simon Baker/Frank Perrins/Ian Strickland

Meeting Date: 23 July 2024

1. Background

- 1.1. Since April 2023 the survey has become a compulsory requirement and the findings for 2023/24 have recently been reported to the regulator. We are now working towards collecting enough surveys to meet our targets for 2024/25 and report to the regulator after March 2025.
- 1.2. The Leeds Housing Board received quarterly updates on the data as it was collected throughout the year.
- 1.3. This report shares the Q1 24/25 results with the Board.
- 1.4. The contract with Acuity to carry out the TSM tenant surveys expired at the end of March 2024. Following an informal tendering process with three contractors, Acuity were chosen to continue conducting the survey for 2024/25 and 2025/26.
- 1.5. Acuity will follow the same agreed process as during 2023/24, with 80% of surveys carried out by telephone and 20% by email (with text message reminder). Only the TSM questions, an open text comment and the further question 'landlord is easy to deal with' are included in the phone survey, with further questions are included in the online survey, and we continue to over-sample B to ensure their findings are useful

2. Main Points

2.1. TSM survey Q1 results

- 2.2. During Q1 631 surveys were completed, 505 by telephone and 126 through an online survey.
- 2.3. Results for the TSM questions are shown below. The online-only further questions won't be reported until later in the year, due to the smaller number of these being collected making them less accurate.
- 2.4. Results for Q1 are consistent with the previous year, with 67% overall satisfaction compared to 66% in 2023/24, although the margin of error is 3.9% so the figure should be treated with caution at this stage.

| TSM Survey Results | 2023/24 | | | | | 2024/25 | |
|--|-----------|------|------|------|------|---------|-----------|
| | Full Year | Q1 | Q2 | Q3 | Q4 | Q1 | Full Year |
| Count of total completed responses | 2571 | 644 | 672 | 632 | 623 | 631 | 631 |
| Statistical accuracy - confidence interval | 1.9% | 3.8% | 3.8% | 3.9% | 3.9% | 3.9% | 3.9% |
| Overall | | | | | | | |
| Overall satisfaction with services provided | 66% | 62% | 63% | 68% | 70% | 67% | 67% |
| The home | | | | | | | |
| Percentage of tenants who had a repair in the last 12 months | 69% | 67% | 70% | 70% | 70% | 71% | 71% |
| Satisfaction with overall repairs service received in the last 12 months | 70% | 68% | 71% | 71% | 71% | 72% | 72% |
| Satisfaction with time taken to complete most recent repair | 67% | 63% | 67% | 67% | 71% | 69% | 69% |
| Satisfaction that landlord provides a home that is well maintained | 68% | 67% | 65% | 69% | 69% | 68% | 68% |
| Satisfaction that landlord provides a home that is safe | 74% | 73% | 73% | 76% | 73% | 73% | 73% |
| Contact and communication | | | | | | | |
| Satisfaction that your landlord listens to your views and acts upon them | 55% | 54% | 54% | 57% | 56% | 55% | 55% |
| Satisfaction that you are kept informed about things that matter to you | 67% | 66% | 65% | 69% | 69% | 68% | 68% |
| Percentage of tenants agreeing 'my landlord treats me fairly and with respect' | 74% | 75% | 73% | 75% | 73% | 74% | 74% |
| Percentage who made a complaint in the last 12 months | 28% | 29% | 26% | 27% | 27% | 29% | 29% |
| Satisfaction with your landlord's approach to complaints handling | 29% | 29% | 25% | 34% | 27% | 25% | 25% |
| Satisfaction that your landlord is easy to deal with* | 66% | 67% | 65% | 66% | 65% | 67% | 67% |
| Neighbourhood and community | | | | | | | |
| Satisfaction that communal areas are kept clean and well maintained | 65% | 66% | 62% | 68% | 64% | 66% | 66% |
| Satisfaction that landlord makes a positive contribution to your neighbourhood | 60% | 64% | 59% | 61% | 58% | 63% | 63% |
| Satisfaction with your landlord's approach to handling anti-social behaviour | 53% | 50% | 52% | 55% | 55% | 56% | 56% |

*Included in telephone survey as key customer services indicator

2.5. Benchmarking

2.6. Housemark the housing benchmarking organisation have just released an early-bird report of 2023/24 TSM results. These haven't been reported at a peer level, so we don't know how we compare with our peers (other large urban local authorities), however, figures throughout the questions for all landlords are close to our own. They have disclosed an overall satisfaction result for Local Authorities of 66%, which is the same as our own figure, indicating that our results may be close to the median for other similar organisations.

2.7. Housemark will share a bespoke LCC shortly, with detailed comparison against peer organisations.

2.8. The Regulator is expected to release the figures from the recent submissions in the autumn.

2.9. Next steps

2.10. A paper with year-end 23/24 performance was shared with the Leeds Housing Board on 6th June.

2.11. Q1 comments have been filtered/categorised and shared with respective teams to review/action as appropriate.

2.12. Acuity are to commence the telephone element of the Q2 survey from 15th July - we will inform residents that they may receive survey calls for Q2.

2.13. The August/Sept residents' email will share both Q1 and Q2 results, with the annual report being the focus for the July issue. As per the timetable

last year, the September rent statement will include a hard copy insert with Q1 and Q2 data

- 2.14. The service is currently developing new website content to meet regulatory requirements – part of this includes content about our performance, ideally updated on a quarterly basis.

3. TSM Management Information Q1

| Complaints | 2023/24 year-end | May 23-April 24 - Provisional | June 23-May 24 - Provisional |
|---|-------------------------|--|-------------------------------------|
| Complaints relative to the size of the landlord - Stage One (per 1,000 homes) | 41.1 | 41.2 | 41.7 |
| Complaints relative to the size of the landlord - Stage Two (per 1,000 homes) | 10.4 | 11.0 | 11.0 |
| Stage One complaints responded to within Complaint Handling Code timescales. | 88.0% | 89.4% | 88.8% |
| Stage Two complaints responded to within Complaint Handling Code timescales. | 87.6% | 88.9% | 88.3% |
| Anti-social behaviour cases relative to the size of the landlord | | | |
| | 2023/24 year-end | July 23 - June 24 - Provisional | |
| Anti-social behaviour cases opened (per 1,000 homes) | 16.7 | 15.0 | |
| Anti-social behaviour cases that involved hate incidents opened (per 1,000 homes) | 1.0 | 1.2 | |
| Homes that do not meet the Decent Homes Standard | | | |
| | 2023/24 year-end | 2024/25 YTD position (as at the end of June 2024) | |
| Proportion of homes that do not meet the Decent Homes Standard | 3.3% | 4.6% | |
| Repairs completed within target timescale | | | |
| | 2023/24 year-end | June 23 - May 24 - Provisional | |
| Number of non-emergency responsive repairs completed within the provider's target timescale | 82.3% | 84.0% | |
| Number of emergency responsive repairs completed within the provider's target timescale | 93.7% | 94.2% | |
| Safety Checks | | | |
| | 2023/24 year-end | 2024/25 YTD position | |
| BS01 – Gas safety checks: Proportion of homes for which all required gas safety checks have been carried out | 99.4% | 99.4% | |
| BS02 – Fire safety checks: Proportion of homes for which all required fire risk assessments have been carried out. | 100.0% | 100.0% | |
| BS03 – Asbestos safety checks: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. | 100.0% | 100.0% | |

| | | |
|---|--------|--------|
| BS04 – Water safety checks: Proportion of homes for which all required legionella risk assessments have been carried out. | 100.0% | 100.0% |
| BS05 – Lift safety checks: Proportion of homes for which all required communal passenger lift safety checks have been carried out. | 100.0% | 99.2% |

4. Improvement work underway

- 4.1. Repairs service** - Performance within the repairs service continues to improve and perform well against the peer group information available to date. Satisfaction with the repairs service remains stable with improved performance from Q4 of last year. This is linked to the improved completions within target.
- 4.2. Proportion of homes that do not meet the Decent Homes Standard** - Work continues to improve data quality regarding stock condition with significant activity underway to support this approach. Assessment is ongoing regarding what investment is required on homes not meeting the Decency Standard with the aim of accelerating works where possible.
- 4.3. Safety checks** - Performance repairs positive against the safety check requirements. Monitoring arrangements across all building safety related activities in place allowing any issues to be highlighted and addressed efficiently and effectively.

5. 23/24 TSM results final submission

- 5.1. At its June meeting the Board was shown the provisional 23/24 TSM results that were to be submitted to the Regulator of Social Housing.
- 5.2. Attached at appendix 1 is the final figures for the Board's consideration.
- 5.3. The data was successfully submitted to the RSH ahead of the 30 June deadline, after scrutiny by LCC's Internal Audit team.

6. Recommendations

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