

Report to Safer Neighbourhoods and Active Communities Scrutiny Board

29 January 2024

Subject:	Tenant Satisfaction Survey Outcomes
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1 Recommendations



- 1.1 To consider and comment upon the outcomes of the Tenant Satisfaction Measures Survey

2 Reasons for Recommendations

- 2.1 Undertaking the Tenant Satisfaction Measures Survey is now a regulatory requirement. Results from the survey need to be submitted to the Regulator of Social Housing annually.
- 2.2 The Regulator of Social Housing will publish these results for the public to view, which will draw comparisons with other providers, as well as tracking the changes to our performance over time.
- 2.3 The survey results show us where we need to focus our attention in order to drive service improvement.



3 How does this deliver objectives of the Corporate Plan?

	Strong resilient communities Engaging with a diverse set of tenants and listening and acting on their feedback will build communities that know the power of their voice. This will hold us to account and allow us to deliver improvements that tenants are passionate about.
	Quality homes in thriving neighbourhoods The outcomes of the Tenant Satisfaction Measures Survey will demonstrate what our tenants think about the services we provide and indicate which areas require improvement. This will enable us to deliver a service which meets the needs of our tenants and ensures they are receiving value for money.

4 Context and Key Issues

- 4.1 In 2020, the government published ‘The charter for social housing residents: social housing white paper’, which sets out ways to improve things for people living in social housing.
- 4.2 As part of this the Regulator of Social Housing brought in a set of Tenant Satisfaction Measures.
- These measures should:
- Let tenants see how well their landlord is doing.
 - Identify which landlords might need to improve things.
- 4.3 The Tenant Satisfaction Measures are comprised of 14 questions that must be worded as set out by the Regulator of Social Housing. The questions will help us understand the perceptions tenants have about the services we provided.
- 4.4 In August 2023 Acuity Research and Practice Ltd carried out the Tenant Satisfaction Measures survey on our behalf. Acuity ensured the sample was sufficiently representative of Sandwell factoring geographic location, age, ethnicity and property type. 2352 tenants took part in the survey.



4.5 Although reporting of these results only becomes mandatory from April 2024, in 2022 we undertook an identical survey in order to understand what scores we could expect and would enable us to start to track changes over time.

Results

4.6 Acuity have produced a presentation which details the results of the survey (Appendix 1)

4.7 The summary table below shows the 12 Tenant Satisfaction Measures and the percentage of tenants who said they were 'satisfied' or 'very satisfied'

Tenant Satisfaction Measure	Score
Overall satisfaction	74%
Satisfaction with repairs	76%
Satisfaction with time taken to complete most recent repair	70%
Satisfaction that the home is well maintained	71%
Satisfaction that the home is safe	77%
Satisfaction that the landlord listens to tenant views and acts upon them	57%
Satisfaction that the landlord keeps tenants informed about things that matter to them	68%
Agreement that the landlord treats tenants fairly and with respect	76%
Satisfaction with the landlord's approach to handling complaints	28%
Satisfaction that the landlord keeps communal areas clean and well maintained	66%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	63%
Satisfaction with the landlord's approach to handling anti-social behaviour	55%

4.8 Overall, 74% of tenants were 'satisfied' or 'very satisfied' with the services we provided. This increased from 68% in the previous year.

4.9 The majority of the results did not alter significantly in comparison to the results from the previous year. The biggest areas of change were satisfaction with time taken to complete the most recent repair and



satisfaction with complaint handling, which fell by 4% and 3% respectively.

- 4.10 One of the biggest areas of concern is the level of satisfaction with our approach to complaint handling. We have recently appointed a new team of complaint investigators who will be responsible for investigating customer complaints. Having this team sit separately to those who deliver the service will enable them to take an independent view of the case and hold services to account where appropriate.
- 4.11 Satisfaction with our approach to handling ASB was also one of the lower scores we received. To address this, we are in the process of identifying a consultant to undertake some case audits and a health check of the service, in partnership with Borough Economy.
- 4.12 In addition to the mandatory questions, we took the opportunity to ask additional questions, including open-ended questions to get further insight into the reasons behind the responses tenants gave.
- 4.13 Day to day repairs, customer service and communication were the areas that were most frequently identified as areas requiring improvement.

Benchmarking

- 4.14 Acuity have undertaken the Tenant Satisfaction Measures Survey for several housing providers and so have been able to benchmark our results ahead of them being published by the Regulator of Social Housing.
- 4.15 Compared to landlords of a similar size we compare very favourably – our results are in the top quartile for 9 of the 12 questions.

Next Steps

- 4.16 Although the survey is anonymous, 79% of tenants were happy to give their names and 94% of those were happy to be contacted about the survey. There were 1998 comments recorded and we need to work through this data to understand how tenants think we can improve the service we deliver.



5 Implications

Resources:	There are no specific resource implications arising from this report.
Legal and Governance:	The Social Housing Regulation Act 2023 strengthened the role of the Regulator of Social Housing
Risk:	There are no specific risk implications arising from this report.
Equality:	The survey needs to be sufficiently representative so that we can understand if any particular group of tenants has a different perception of the service to that of other groups.
Health and Wellbeing:	There are no specific health and wellbeing implications arising from this report.
Social Value:	There are no specific social value implications arising from this report.
Climate Change:	There are no specific climate change implications arising from this report.
Corporate Parenting:	There are no specific Corporate Parenting implications arising from this report.

6 Appendices

Appendix One - Sandwell MBC TSM Survey Presentation of Results

7 Background Papers

None.

