

Classification: Public

Key Decision: No

Gravesham Borough Council

Report to: Housing Services Cabinet Committee

Date: 6 September 2022

Reporting officer: Jody Bulman, Service Manager (Housing Landlord Services)

Subject: The Social Housing White Paper – Tenant Satisfaction Measures

Purpose and summary of report:

To provide Housing Services Cabinet Committee with an update following the previous report to Committee relating to The Social Housing White Paper 2020 in March 2021. This report focusses on the roll out of the Tenant Satisfaction Measures that will be implemented as a result of The Social Housing White Paper 2020.

Recommendations:

1. None – this report is for information only.

Key Implications:	
Item	Implications
Legal	As a social housing landlord the Council has a duty to ensure meaningful engagement with tenants as set out by the Regulator of Social Housing.
Finance and Value for Money	The recommendations set out in this report will enable the Housing Team to plan for, and place the right amount of physical and financial resource in the applicable areas to ensure that the legislative requirements can be met.
Corporate Plan	The work that the Housing Team carry out contribute to the corporate plan, particularly <i>#People - Provide a Proactive, Supportive and Efficient housing management service: high quality tenancy management experienced through a service making full use of its assets.</i>
Climate Change	N/A

1. Introduction

- 1.1 The Charter for Social Housing Residents was published on the 17 November 2020 by the Ministry of Housing, Communities and Local Government (MHCLG) with the promise of stronger consumer rights alongside more opportunities for tenants to scrutinise social landlords. As a result of this paper, the Regulator of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services.
- 1.2 In December 2021 the Regulator for Social Housing launched a consultation on proposed Tenant Satisfaction Measures. The aim of these measures, first included in the Social Housing White Paper, is to provide residents and the Regulator with clear and comparable information about a landlords' performance. This data will help residents hold their landlords to account and will also be used by the Regulator in their role of assessing how well social housing landlords in England are doing at providing good quality homes and services.
- 1.3 Under the current proposals, the service will be required to share performance against each of the measures with our tenants once a year and, as a social housing provider with over 1,000 homes, there is a requirement to share the performance data with the Regulator of Social housing.
- 1.4 The outcome of the consultation is due to be published late summer 2022, and the service wants to be ahead of the curve once these are published to ensure that there are no surprises in the first year of measuring our performance formally. Therefore we will be using the final version of the measures, once published, to start a tenant survey to ensure that the service can prepared and identify any areas for improvement before formally collecting the data from April 2023.
- 1.5 The timeframe for the roll out of the tenant satisfaction measures is as follows:

Proposed timing	Anticipated activity
3 March 2022	TSM consultation closes. Responses submitted after that date may not be considered.
March 2022 – Summer 2022	The regulator analyses and considers consultation responses. Any drafting changes to the TSM documents would be made at this stage ¹³ .
Summer 2022	The regulator publishes a decision statement, ¹⁴ together with a final version of the regulatory
Autumn 2022 - Spring 2023	Registered providers prepare systems for the collection of TSM data.
1 April 2023	Regulator's requirements (i.e., the TSM documents) come into force.
April 2023 - March 2024	Registered providers collect first year of TSM data.
Summer 2024	Registered providers submit their TSM data to the regulator for the first year.
Autumn 2024	The regulator aims to publish registered providers' TSM data.

2. Draft Tenant Satisfaction Measures

2.1 Currently, there are 22 measures in total which fall under five main themes:

- Keeping properties in good repair
- Maintaining building safety
- Effective complaints-handling
- Respectful and helpful tenant engagement
- Responsible neighbourhood management

2.2 Under current proposals, 10 of the 22 measures will be directly measured using data already collected by the service, such as how many of our homes meet the Decent Homes Standard set by government or how many complaints that officers responded to within the Housing Ombudsman’s Code timescales. The remaining 12 will be measured by surveying our tenants.

2.3 The 22 proposed measures are:

Code	Issue
TSMs collected from tenant perception surveys	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained and safe to live in
TP05	Satisfaction that the landlord listens to tenant views and acts upon them
TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP07	Agreement that the landlord treats tenants fairly and with respect
TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained
TP09	<i>Wording options subject to consultation:</i> Satisfaction that the landlord makes a positive contribution to neighbourhoods [<i>lead option</i>] <i>Or</i> Satisfaction with neighbourhood as a place to live [<i>alternative option</i>]
TP10	Satisfaction with the landlord’s approach to handling of anti-social behaviour
TP11	Satisfaction with the landlord’s approach to handling of complaints
TP12	Tenant knowledge of how to make a complaint
TSMs generated from management information	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

- 2.4 The current proposals mean that the service will be responsible for running tenant perception surveys to collect data for tenant satisfaction measures TP01–TP12 on an annual basis.
- 2.5 There is the option to either survey all tenants or only some, however if the decision was taken to only survey some, there will be rules set as to how many tenants are surveyed and how to randomly select who gets surveyed. However, given the importance of our service delivery for our tenants, this exercise should be used as an opportunity to seek opinions as far and wide as possible and this is why we will be contacting all tenants to encourage them to respond.
- 2.6 Surveys can be conducted by post, by phone, face to face, online, or however is best for our tenants. However it is compulsory to say at the start of the survey roughly how long it will take to complete; let tenants know that the survey will be used for tenant satisfaction measures and include the 12 tenant perception survey questions exactly as written by the Regulator. Landlords are permitted to include additional questions if they so wish, and this is something that will be considered on an annual basis prior to consultation.
- 2.7 Officers are responsible for making sure the survey results are meaningful. This includes getting enough responses and avoiding carrying out surveys in ways that might stop certain groups of tenants from taking part. Officers will also need to check whether the mix of people who responded is similar to the mix of people living in our homes. If there is a significant difference, officers will be expected to check our survey results to make sure they are accurate.
- 2.8 When required to formally publish our tenant satisfaction measures results, there is also a requirement to report on how tenant perception survey was carried out, including how many responses were received.

3. Next Steps

- 3.1 Using the confirmed tenant satisfaction measures, the Tenant Engagement Team has created a survey for tenants to complete. This survey will be sent out via email, letter, discussed at tenant meetings and in our Independent Living Schemes with the support of the Independent Living Officers to encourage as many responses as possible.
- 3.2 The Team will also be responsible for collecting and collating the management data from the other teams within the Council currently responsible for collecting that data, such as Responsive Repairs and Asset Management.
- 3.3 Upon completion of the survey, the results will be reviewed and any areas requiring further action will be identified, with an action plan presented to improve satisfaction in these areas.
- 3.4 In addition, the response levels and methods of consultation will be reviewed to ascertain what the preferred and most successful methods of obtaining information from tenants are and to ensure that the survey is representative of the mix of people living in our housing stock. Again, if areas requiring improvement are identified, this will be added to the action plan.

4. Budgets

- 4.1 There are no budgetary implications as the Tenant Engagement Team already have sufficient budget for this financial year.

The results of the survey will also support the Housing Team to budget plan for the next financial year, as it may identify areas that need specific focus and resource.

5. Background Documents

Housing Services Cabinet Report – 23 March 2021.

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Secondary Implications	
Risk Assessment	Failure to practice and prepare before the collection of formal data as required by the Regulator from April 2023, could led to unsatisfactory results that will have to be published to both tenants and the Regulator.
Data Protection Impact Assessment	<p><i>A data protection impact assessment (DPIA) should be carried out at the start of any major project involving the use of personal data or if you are making a significant change to an existing process.</i></p> <p>a. Does the project/change being recommended through this paper involve the processing of personal data or special category data or criminal offence data? A definition of each type of data can be found on the Information Commissioner’s Office website via the above links. No</p> <p>b. If yes to question a, have you completed and attached a DPIA including Data Protection Officer advice? Click here to start typing</p> <p>c. If no to question b, please seek advice from your nominated DPIA assessor or the Information Governance Team at gdpr@medway.gov.uk. Click here to start typing</p>
Equality Impact Assessment	<p>a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer. No</p> <p>b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer. Click here to start typing</p> <p><i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above</i></p>
Crime and Disorder	None
Digital and website implications	None at present as we are already set up to use online surveys but digital routes could be the preferred method of communication and results publication in the future.

**Safeguarding
children and
vulnerable adults**

None