

Tenant Satisfaction Measures

Housing & Regeneration Scrutiny Sub-Committee

December 2024



Introduction



- This report provides an update on our performance against the Tenant Satisfaction Measures up to the end of September 2024
- The report summarises the methodology used to collect the satisfaction data and the responses received
- The report gives details of the action plans in place to address areas of dissatisfaction
- Tenant Satisfaction Measures will be collected for Q3 & 4 via the same methodology
- All returns will be sent to the Regulator of Social Housing and will be published on the council's website



Tenant Satisfaction Measures



- Tenant Satisfaction Measures (TSM) came into effect from 1 April 2023
- TSMs are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account
- There are 22 Measures covering 5 Themes;
- **Keeping properties in good repair,**
- **Maintaining Building Safety,**
- **Respectful & Helpful Engagement,**
- **Effective Handling of Complaints,**
- **Responsible Neighbourhood Management**

10 are based on management information measured by the council, 12 are measured through phone surveys of tenants, completed by independent research agency.



Satisfaction Survey Methodology



- The survey methodology is set out for all social housing organisations by the Regulator of Social Housing (RSH).
- The sample size and permitted methods of data sampling and collection are defined by RSH.
- § Wording, order and possible responses to survey questions are all specified
- In Tower Hamlets, the 12 survey-based indicators are measured through external telephone surveys of 1000 randomly selected tenants, completed by an independent research agency.
- Translation offered for tenants whose first language is not English



Local Context



Borough	Overall satisfaction 2023-24
LB Hackney	59%
LB Haringay	47%
LB Newham	59%
LB Waltham Forest	61%
LB Tower Hamlets	65%
London Median*	59%
London Upper Quartile*	65%

*London Median and Upper Quartile figures compiled by HouseMark, the leading sector benchmarking organisation, from data supplied mid-year 2023-24 by 25 London Boroughs



Overall Satisfaction



	London Median	2023-24	Q1 2024-25	Q2 2024-25	RAG	Trend
Tenant Satisfaction with Overall Service	59.0%	65%	57%	62%		↑
<i>Number of Respondents</i>		994	253	254		

Resident Insight

Whilst tenant satisfaction is on a positive trend for 2024-25, performance is still below the previous year-end performance and the target of 65%. Drivers of dissatisfaction are related to the performance of the Repairs service, delays in accessing the service through our Housing Service Centre (contact centre) and general responsiveness across the service.

Actions to Improve Performance

- A review of the repairs service and improvements implemented from December 2024.
- Recruitment of additional resources in the Housing Service Centre to prepare for the onset of winter and to respond to residents in a timelier manner on all matters.



Keeping Properties In Good Repair



	London Median	2023-24	Q1 2024-25	Q2 2024-25	RA G	Trend
Satisfaction with repair (last completed repair)	63.3%	65%	66%	68%		↑
<i>Number of Respondents</i>		619	148	139		
Satisfaction with time taken to complete repair	60.0%	62%	62%	62%		→
<i>Number of Respondents</i>		603	144	134		
Satisfaction home well maintained	60.9%	65%	62%	63%		↑
<i>Number of Respondents</i>		947	240	241		
% of homes non-Decent	12.5%	20.4%	<i>Annual</i>			
Emergency repairs in target	90.6%	76%	76%	83%		↑
Non-emergency repairs in target	77.5%	81%	74%	75%		↑

Resident Insight

Performance with the last completed repair is trending positively and higher than the previous year. This contradicts some of the insight around drivers of overall satisfaction. Although this is a common occurrence as the measure is targeted on a last completed repair, whereas overall satisfaction considers all experiences and respondents may be referring to historical poor experiences. We know from complaints, that improvements are required in the repair service, and we are addressing this.

Actions to Improve Performance

- Review of the Repairs Service will implement contract management improvements from December 2024
- A programme of capital investment to focus on roofs and windows to improve Decency Standard
- Mobilise £140m capital investment in homes to improve Decent Homes standard



Maintaining Building Safety



ILETS

	London Median	2023-24	Q1 2024-25	Q2 2024-25	Q2 Tenanted homes non-compliant	RAG	Trend
Satisfaction home is safe	66.5%	66%	72%	67%		Green	Down
Gas safety checks	99.84%	99.96%	100.0%	99.99%	1	Yellow	Up
Fire safety checks	99.92%	98.7%	100.0%	99.9%	1 block	Yellow	Down
Asbestos safety checks	100.0%	99.0%	79.8%	90.5%	143	Yellow	Up
Water safety checks	99.47%	83.2%	88.4%	98.4%	6 blocks	Yellow	Up
Lift safety checks	98.30%	59.0%	52.1%	95.2%	16 blocks	Yellow	Up

Resident Insight

Residents satisfied that their home is safe has reduced in year but is still 1% higher than the year end performance for 2023-24. This measure does not provide a narrative around underlying cause of dissatisfaction. It may reflect a need to improve communication with residents benefiting from fire and building safety works. Encouragingly, we have seen improved performance across 5 of the Big 6 compliance areas, with Gas being 100% compliant and improved positions across Fire, Asbestos, Water and Lift inspections. Where we are not 100% compliant this is down to no access and those cases are progressing through our legal process to ensure we deliver 100% compliance.

Actions to Improve Performance

- A new strengthened Governance structure to oversee the delivery of the compliance programmes
- We are implementing our new compliance system to improve reporting and monitoring of Asbestos and wider compliance programmes. We have a programme of domestic asbestos surveys underway and compliance for blocks has now improved to 100%
- Draw down on the £10m previously agreed funding to address fire and building safety issues



Respectful & Helpful Engagement



	London Median	2023-24
Satisfaction that views taken into account	51.3%	56%
<i>Number of Respondents</i>		791
Satisfaction kept informed	66.0%	73%
<i>Number of Respondents</i>		871
Felt treated fairly and with respect	69.0%	74%
<i>Number of Respondents</i>		874

Q1 2024-25	Q2 2024-25	RAG	Trend
54%	46%	Yellow	Down Arrow
201	191		
73%	73%	Green	Right Arrow
216	217		
76%	69%	Green	Down Arrow
213	218		

Resident Insight

Satisfaction that views are taken into account and residents feeling that they are being treated with fairness and respect has declined in the year, although they are still broadly in line with the London average. This reflects the need to improve our communication with residents, improve our engagement offer to them and show that we are listening and acting on their views.

Actions to Improve Performance

Resident Engagement is everybody's business. The responsiveness of 'all points of contact' with the residents will be the most significant driver of improved performance. Where things do go wrong, we are investing in putting it right first time to avoid escalation and unmet need and learning from our mistakes. In the Summer a draft Tenant and Resident Engagement Strategy received approval from tenants who responded to the survey; they felt it was accessible and provided for meaningful engagement to enable residents to share feedback, challenge performance and help design services. We are implementing enhanced performance management around monitoring responsiveness to improve resident focus this was an additional measure requested by our Tenant Voice.



Effective Handling Complaints



	London Average	2023-24	Q1 2024-25	Q2 2024-25	RA G	Trend
Satisfaction with Complaints Handling	25.6%	26%	29%	20%		↓
<i>Number of Respondents</i>		224	52	61		
Complaints received – Stage 1		1229	440	325		
Complaints received – Stage 2		181	85	86		
Complaint responses in Target - Stage1	73.9%	83%	80%	74%		↓
Complaint responses in Target – Stage 2	67.2%	14%	7%	12%		↑

Resident Insight

Performance for complaints is below target and not in line with the requirements of the Housing Ombudsman Code. This is reflected in the low level of satisfaction with complaint handling and current trends project an increase of around 16% for stage 1 complaints and around 88% for escalations to Stage 2 demonstrating an increasing number of residents escalating their case through the complaints process.

Actions to Improve Performance

This is high priority area for improvement. More resources are needed in the short term to manage the volumes and training for service areas on responsiveness, improved letter writing and learning from mistakes has already been delivered. This has resulted in more complaints being answered on time but more work is needed on changing the approach and culture to complaint handling. The work to deliver this step change is outlined within the RSH Improvement plan. The Housing Ombudsman is also aware of our intent and approach to improving.



Responsible Neighbourhood Management



	London Median	2023-24	Q1 2024-25	Q2 2024-25	RAG	Trend
Satisfaction communal areas clean & well maintained	61.5%	68%	70%	62%	 	↓
<i>Number of Respondents</i>		745	168	183		
Landlord makes positive contribution to neighbourhood	62.0%	71%	64%	68%	 	↑
<i>Number of Respondents</i>		786	189	193		
Satisfaction with handling of ASB	57.7%	58%	56%	54%	 	↓
<i>Number of Respondents</i>		752	183	175		
No of cases of ASB received		1174	337	325		

Resident Insight

Satisfaction with Communal areas has declined since the first quarter. The Estates Team has already responded via targeted interventions on estates and resident satisfaction for our monthly surveys is reporting as much higher at 79%. ASB satisfaction has also declined in the quarter and we have commenced a review of the service to improve performance based on resident feedback.

Actions to improve performance

We are currently reviewing our ASB Policy, process and the interface between housing management and the ASB service. The review will be completed by April 2025 and will deliver an improved, resident focussed service.



Conclusion



Positives

- Resident Satisfaction levels remain stable and are improving despite the challenges faced both by residents and the service
- Our overall performance compares well with our peers
- Strong and improved Compliance Position, keeping residents safe
- Satisfaction with most recent completed repair trending positively
- Feedback from residents confirms the focus of our Improvement Plan submitted to the Regulator; **Engagement, Complaints and Repairs** improvements
- The TSMs don't stand alone. They form part of a picture about the service. Sitting alongside them are the two external commissioned reports which have highlighted areas of service shortcomings. These reports led to the self-referral and the Improvement Plan; we know where we need to go.

Challenges

- Feedback around engagement shows we need to improve our communication at all 'points of contact' and to begin that meaningful dialogue on service design that is set out in our Tenant and Leaseholder Engagement Strategy.
- Despite improved compliance position, this hasn't translated to improved satisfaction, again emphasising the need to communicate better when we have made positive progress e.g. "You said, we did"
- Responsiveness and effectiveness of our approach to Repairs, ASB, Estates and Complaints are key areas for us to focus on.
- Given the scale of the challenge, the pace of improvement may take longer than we would like. However, we need to remain optimistic that improvements can be made.



Questions?

