

Subject: Tenant Insight update

Report to: Housing and Neighbourhoods Committee 26th January 2023

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SUBJECT MATTER/RECOMMENDATIONS

This paper provides an overview of the insight surveys Housing Services has undertaken for the period 1 April 2022 to 30 September 2022 (Quarter 1 & 2).

RECOMMENDATIONS

That Committee:

1. Note the report.

1.0 Introduction

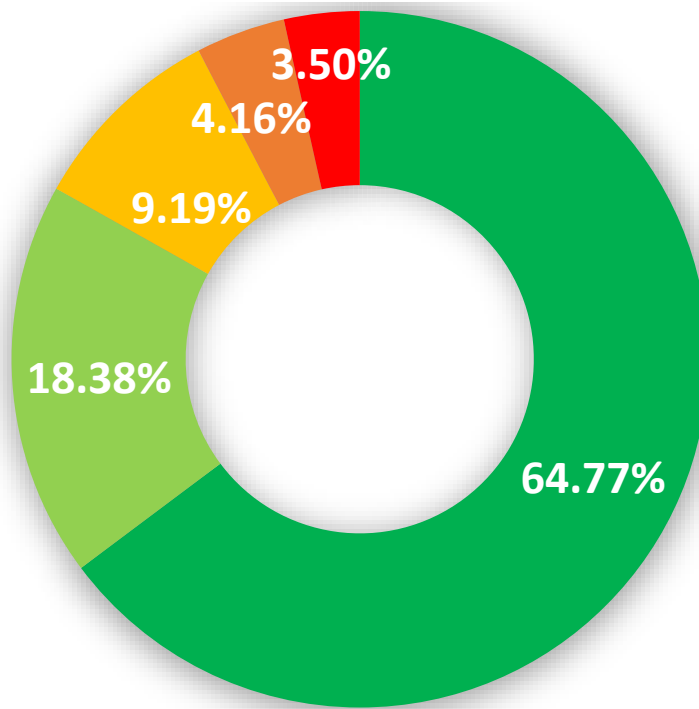
1.1 This report provides a 6-month update and overview of transactional satisfaction surveys undertaken and feedback on services delivered.

2.0 Satisfaction Summary

2.1 The following transactional surveys are undertaken to understand the level of tenant/leaseholder satisfaction with various aspects of the Housing Service undertaken throughout the year:

- Anti-Social Behaviour (ASB)
- New Home (quality of home and sign-up process)
- Tenancy Support
- Tenancy Review Visits
- Caretaking and Gardening

2.2 Overall, 460 surveys were received in quarter 1 & 2 of 2022/23. Satisfaction on 30th September 2022 across all surveys was 83.15% (2021/22 - 85.80%).



■ Very Satisfied
 ■ Satisfied
 ■ Neither
 ■ Dissatisfied
 ■ Very Dissatisfied

The table below outlines the response rate and satisfaction figures reflecting the percentage of tenants who rated the service good or very good.

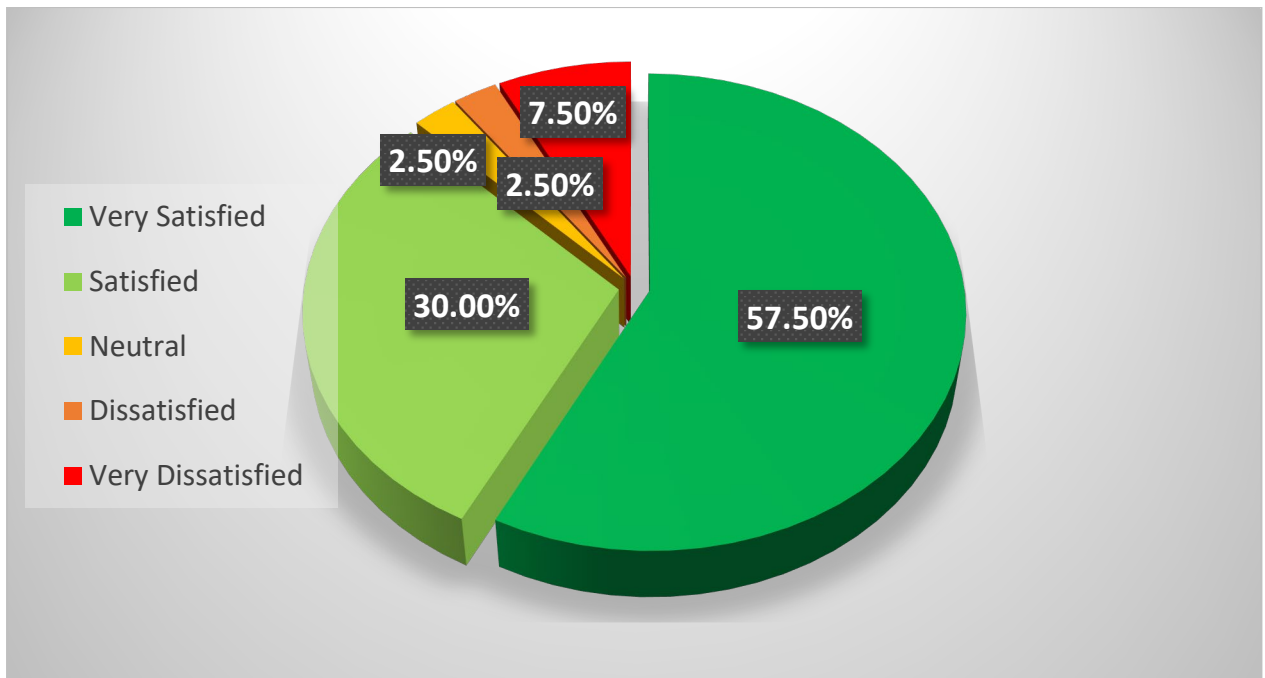
Survey	Total	Response Rate	Satisfaction	Satisfaction (21/22)	Target
ASB	40	15.04%	87.50%	80.49%	75%
New Home	51	31.88%	94.12%	92.31%	80%
Tenancy Support	11	10.28%	90.91%	94.44%	Monitor
Tenancy Review Visits	104	14.59%	97.12%	100%	80%
Caretaking & Gardening	254	23.22%	74.10%	70.27%	70%

2.3 The overall response rate across all surveys was 20% (2021/22 - 12%) and has been assisted by introducing an annual prize draw for all tenants/leaseholders submitting a survey this year. A good response rate is between 10% and 30% dependent upon the method of surveying. Ideally, aiming to achieve 20% or more provides greater assurance that responses are representative. Subject matter can be a significant determining factor of participation levels achieved.

3.0 Spotlight on Anti-social behaviour survey

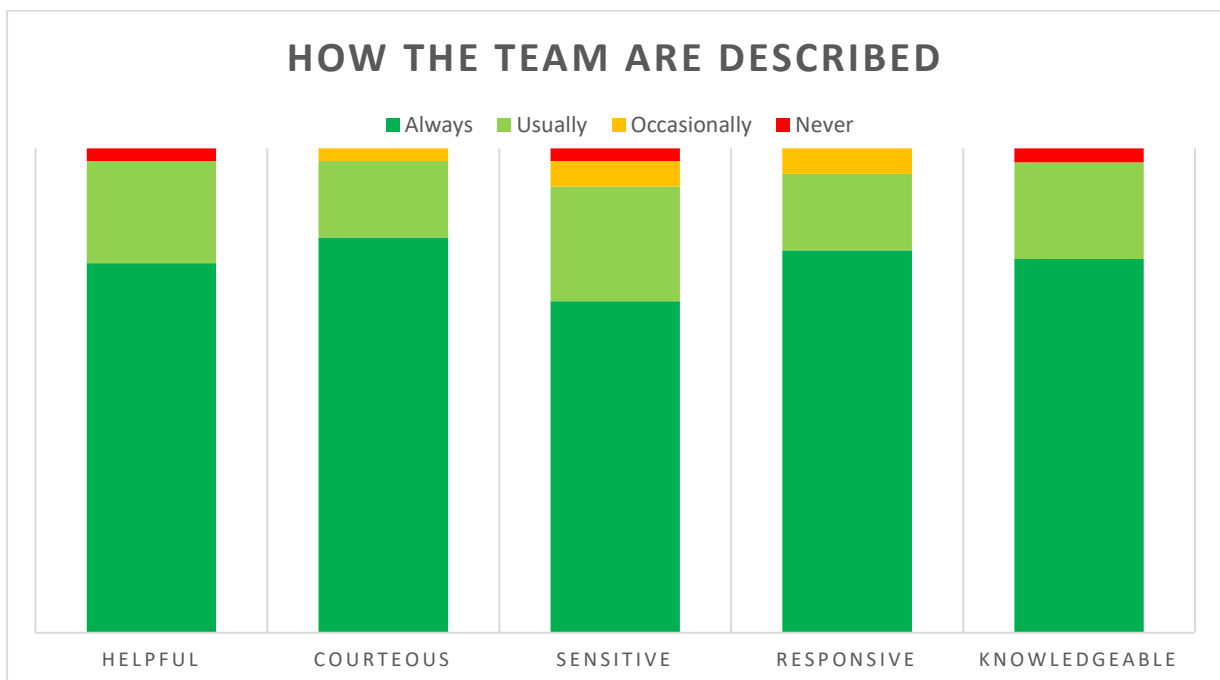
3.1 Anti-social behaviour survey summary outcomes are as follows:

- 87.50% of respondents were satisfied with the way their ASB case was handled

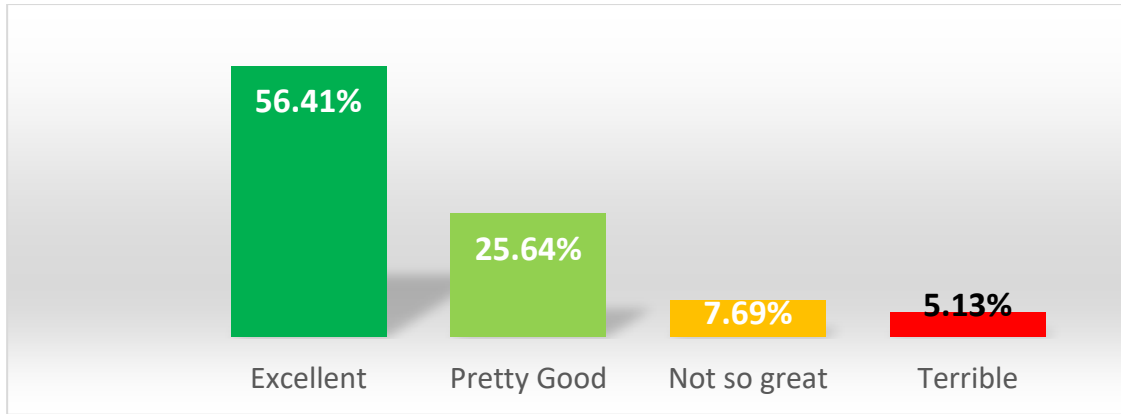


- 85% found it easy to make a report to us about anti-social behaviour
- 90% were satisfied with the support the Tenancy Services Team provided
- 87.18% were satisfied with the way they were kept up to date with what was happening throughout their case

3.2 We asked tenants how they would describe the team dealing with their case. Overall, we are viewed as courteous and helpful.



3.3 Overall, 82.05% rated the outcome of their case as excellent or pretty good.

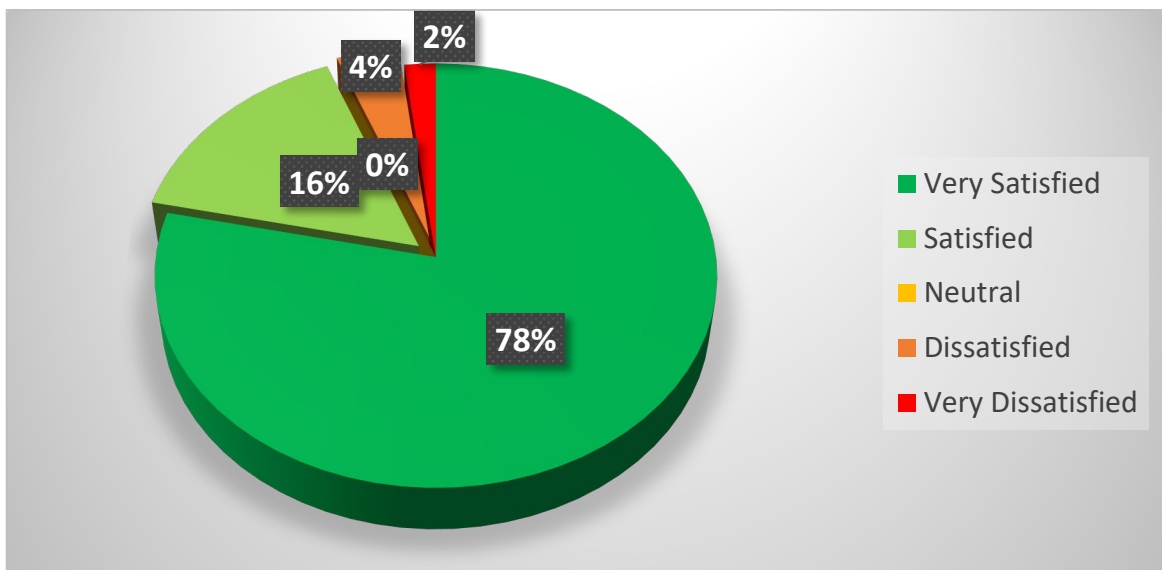


3.4 We have learnt there is high satisfaction with the service delivered and more tenants wanted to engage in our Area Voice approach and work with Housing Officers to manage future concerns. This approach is now integrated into case management principles delivered by the Housing Officer Team.

4.0 Spotlight on the New Home Survey

4.1 New Home Survey summary outcomes are as follows:

- A total of 51 surveys were received with a response rate of 32%
- Overall satisfaction with experience of starting a tenancy with the Council was 94% (2021/22 – 92%)



4.2 There was improvement across all areas when asking about the experience of moving in from Housing Options, viewing and signing up for the keys compared to 2021/22.

4.3 There has been a decrease in the level of happiness with the standard of different parts of the home when moving in driven by the condition of kitchen units and bathroom suites. Respondents have indicated an improvement in the internal décor of their new home.

4.4 We asked tenants about their experience of moving in with outcomes as follows:

- Arrangements & viewing of your home – 98% (2021/22 - 89.52%)
- Sign-up process & receiving your keys – 88% (2021/22 - 84.47%)
- Information you received throughout – 90% (2021/22 - 82.52%)
- Allocation process overall with Housing Options – 88% (2021/22 - 83.33%)
- 80% of tenants rated their first impression of what would be their new home as good or great (2021/22 - 79.05%)

4.5 A series of questions are asked about the standard of their new home. Overall, 80.43% (2021/22 - 79.17%) of respondents were satisfied with the standard of their home when they moved in. We also ask a series of questions about different aspects of the new home linked to the void standard.

Question	% Happy Apr-Oct 22	% Happy (2021/22)
Overall condition of the property	80.43%	79.17%
Cleanliness within the property	80.39%	79.05%
Property free of rubbish	89.58%	90.10%
The doors and windows were secure	85.71%	87.25%
Condition of kitchen units	73.47%	85.29%
Condition of bathroom suite	76.60%	81.63%
Condition of internal décor (if you have not been given a decoration pack)	74.36%	72.63%

4.6 The location of a property can make a difference to how someone views their home and how well they settle in. We ask new tenants how happy they are with the location of their home. 77.59% were happy compared to 84.76% in 2021/22. The implementation of the new Allocation Policy from April 2023 providing improved choice of areas is likely to support increased satisfaction.

4.7 As part of the void standard, some homes are provided with a decoration voucher where the current internal décor requires updating. 35 respondents advised they received a decoration pack and of these 92.68% were happy with the quality of the pack.

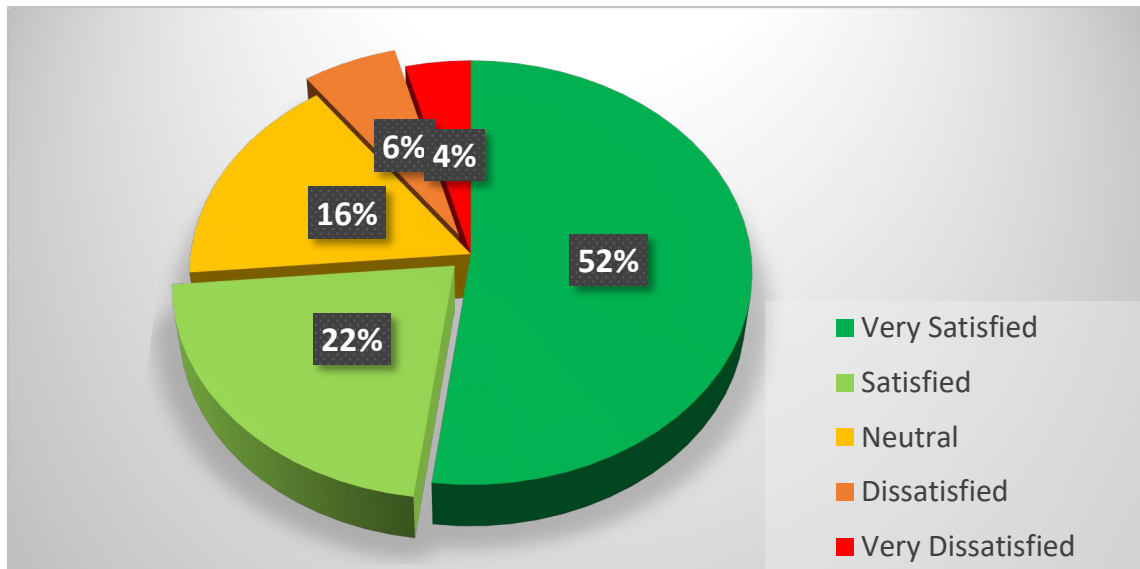
4.8 The survey provides an insight into the experience of tenants across the whole process and enables the team to change or fine tune different aspects. As a result of the feedback and comments received the following changes have been made:

- Made it clearer at void inspection to review the guttering and address any defects
- Hot water is now checked via a test by contractor before gas is capped to make sure fully operational at that point and reduce any potential problems at uncapping
- Kitchen replacements are now delivered with the new tenant in situ to account for preferences, choices and usage rather than during the void period

4.9 Feedback from surveys received will also be used to inform the review of the Voids Policy and lettings standard to ensure our homes provide a quality home for new tenants.

5. Spotlight on the Caretaking and Gardening Survey

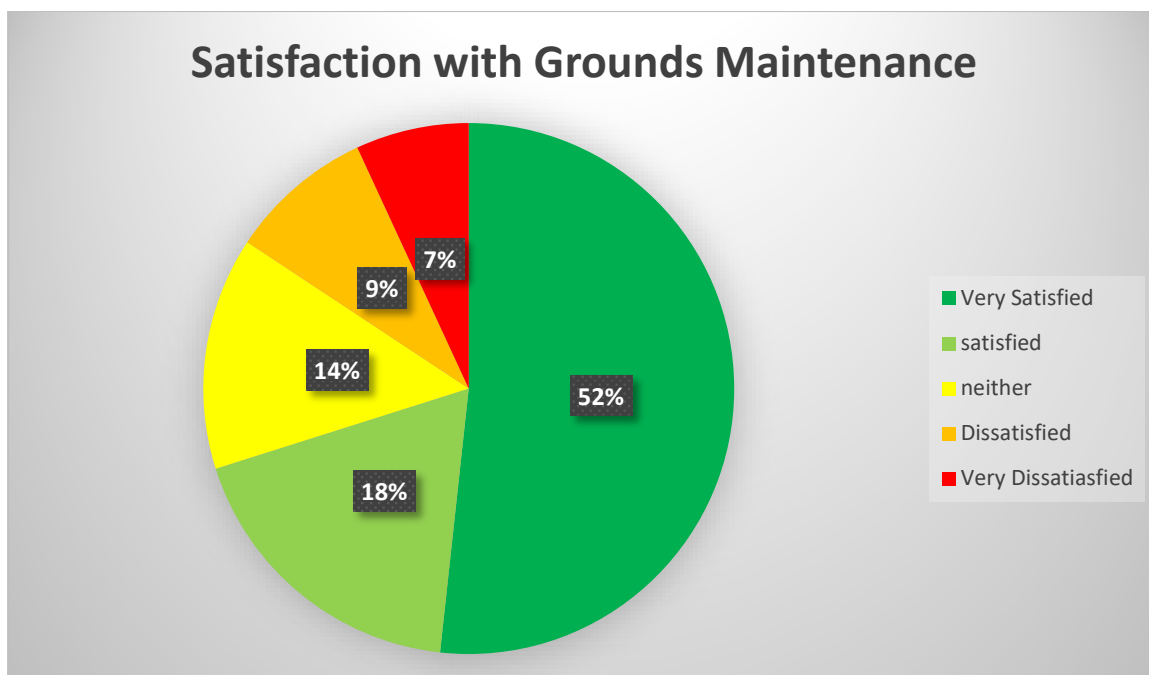
5.1 The outcome of how satisfied tenants/leaseholders are with how we keep communal areas clean, safe and well maintained is as follows:



5.2 Each month different streets and schemes are surveyed to understand tenant experience and perception of the services. The number of responses varies as some streets or schemes may only receive only caretaking, gardening or both.

5.3 The survey was simplified from April to reduce the number of questions and link to the standard questions asked by Housemark. The survey received 254 responses for the 6 months at a response rate of 23% with satisfaction with grounds maintenance overall at 69.83%.

Satisfaction with Grounds Maintenance



5.4 Satisfaction with Caretaking (internal and external cleansing) was:

Area	Q1	Q2	Overall	2021/22
Internal cleaning	67.72%	65.66%	66.81%	71.19%
External cleansing	65.87%	68.87%	67.24%	68.25%

5.5 This survey was piloted in 2021/22 with a relatively small sample number. A significant larger number of surveys have been undertaken in the first two quarters of 2022 and we have commenced a review of the data to identify trends for dissatisfaction. The initial review appears to indicate satisfaction has been impacted by the maintenance condition of communal areas. This is an area not delivered by the Caretaking Team. To develop a wider understanding of the reasons a full analysis is being undertaken and further details will be reported in the next update. As part of the survey we ask how satisfied tenants are overall that we keep communal areas clean, safe and well maintained. 73.61% were satisfied (70.27% in 2021/22). We also ask about the use of the Love Clean Streets App where tenants can report issues in communal areas. From the 254 tenants that completed this question, 28 advised that they use the app (11.48%). This is slightly down on last year. Over the past 6 months the teams have been promoting the use of the app including an article in the News and Views Spring/Summer edition.

5.6 Quarterly reviews of the feedback provided is undertaken and any improvements resulting from feedback are introduced and include the following in addition to new service requests received being actioned:

- Comments received about the poor condition of communal fittings including cyclical decoration, condition of bannisters, windows and screens have been included in the asset review of communal areas

- Additional quality assurance checks introduced where there are lower satisfaction scores to address concerns

6.0 Spotlight on the Tenancy Support Survey

6.1 This survey continues to receive low response numbers but positive examples on how the service helps and supports general needs tenants. Satisfaction with the service is currently 91%. The method of seeking views has changed to a telephone survey conducted inhouse. This has increased the response rate, doubling the number of responses in a single month.

7.0 Spotlight on the Tenancy Review Survey

7.1 The survey was introduced to understand the experience of tenants when we conduct a Tenancy Review visit with a focus on the wellbeing of tenants/leaseholders and their home. A total of 104 surveys were completed with a satisfaction level of 97.12%.

8.0 Future surveys

8.1 Over the next two quarters, two further surveys will be introduced:

- Income Team – understand the approach to visits and support provided by the Income Team
- Asset Team – understand the satisfaction of capital works including kitchen and bathroom upgrades, windows, doors, and new heating systems.

8.2 The STAR survey is being conducted between December 2022 and March 2023. This is a perception survey that provides an insight into what tenants experience. The purpose for carrying out a STAR survey at the Council is to:

- Gain an understanding of tenant views against the new Tenant Satisfaction Measurers
- Understand current perception following the period of Covid impacting service delivery and recent compliance / regulatory issues
- Support the yearly action plan to understand key focus areas and define future engagement and communications

9.0 Financial Implications

9.1 There are no financial implications in relation to this report.

10.0 Risk Implications

10.1 The Council remains focused on providing a good quality and accessible service to tenants and ensuring it is compliant with the regulatory requirements for social housing.

11.0 Conclusions

11.1 The report provides an overview of the insight provided by tenants/leaseholders in response to services the Housing Services Team provides.

12 Background Papers

12.1 Council Housing Compliance and Performance report – 15 July 2021, Housing and Neighbourhoods Committee

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Tenancy Policy, Housing Allocations Scheme, Void Policy, Social Housing Tenancy Fraud Policy, Rechargeable Repairs Policy
Financial Implications (including VAT and tax):	None associated with the report.
Legal Implications (including human rights):	No legal implications associated with the report.
Risk Implications:	Set out in the report.
Equality Issues/EQIA assessment:	None
Crime & Disorder:	None
Every Child Matters:	None