

Report to: Housing Review Board



Date of Meeting 1 August 2024

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Tenant Satisfaction Measures (TSM) Survey 2023/24 Results

Report summary:

As part of the Social Housing (Regulation) Act 2023, the Regulator for Social Housing has stipulated that all registered providers of social housing undertake an annual perception survey. Within the survey 12 TSM measure survey questions must be asked and the results of these will need to be submitted to the Regulator so they can monitor performance across the sector.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board consider and/or comment on the survey results of the attached 2023/24 TSM survey report and the action plan.

Reason for recommendation:

The TSM survey provides statistical information about our housing service. This information is critical for performance monitoring and service delivery improvement. There is also a statutory duty for these measures to be submitted to the housing regulator.

Officer: Andrew King: Interim Assistant Director of Housing- Regulatory Services

Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Communications and Democracy
- Economy
- Finance and Assets
- Strategic Planning
- Sustainable Homes and Communities

Equalities impact Medium Impact

All tenant households were surveyed and given the opportunity to respond to the survey.

Climate change Low Impact

Risk: Medium Risk; Collection of TSM now forms part of the Social Housing (Regulation) Act 2023, this is therefore part of compliance with Regulatory requirements. Failure to collect this data could result in formal action against EDDC by the Regulator of Social Housing.

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
 - A greener East Devon
 - A resilient economy
-

1. Introduction

1.1 In order to undertake this regulatory requirement to complete a tenant perception survey, we commissioned independent research company, Service Insights Ltd, to carry out our 2023/24 Tenant Satisfaction Measures (TSMs) survey. The process followed regulatory TSM guidance and the Market Research Society Code of Conduct.

1.1 Having carried out a similar survey in 2023 we are able to compare our results from a year ago and with others in the sector. These results provide valuable insight into progress we are making across the service and what we need to do better. A table below presents these differences.

1.2 Following feedback on the previous year, we carried out a census postal survey to all tenants which included the opportunity to complete the survey online. In total 623 households responded by post and 145 online. The majority of tenants responding online were of a younger age demographic and from our 'general needs' stock. We were required to achieve a statistical confidence of +/- 4% and with 768 tenants responding we achieved a better statistical confidence of +/- 3.18 which is an 18% response rate.

2. General Performance Trend

2.1 One of the most significant findings was that whilst there is clearly room for improvement (as evidenced through sector benchmarking), when we compare our 2023/24 scores to our 2022/23 TSM baseline survey, the vast majority of TSM scores can be seen to have improved over time. This is set against a wider 5-year trend of *declining* satisfaction trends, as evidenced by Housemark's mid-year TSM analysis in November 2023.

2.1 Headline figures;

- **Overall satisfaction [TP01]: 52.7%** This is often used as the main headline measure of service performance.
- **Highest scoring TSMs:** With the exception of TP01, the top scoring service areas were identified as:
 - **TP05: 57.4%** - Satisfaction that the home is safe

- **TP08: 56.2%** - Agreement that the landlord treats tenants fairly and with respect
 - **TP02: 51.5%** - Satisfaction with repairs
- **Lowest scoring TSMs / high dissatisfaction:** The lowest satisfaction was seen with complaints handling (20.2% satisfied). Additionally, it is worth noting that 65.7% of respondents stated they were 'very dissatisfied'.
- **Benchmarking:** Housemark's median score for overall satisfaction is 70.5%, a 17.8% difference to our score of 52.7%
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving overall satisfaction in East Devon District Council are:
- TP04: Satisfaction that the home is well maintained
 - TP06: Satisfaction that the landlord listens to tenant views and acts upon them
 - TP02: Satisfaction with repairs

2.2 Below is a table which shows the difference in the scores between 2022/23 survey and 2023/24 survey.

Measure	TSM Survey 2023 / 24 (Weighted)	Baseline Survey 2022 / 23 (Weighted)	% Difference over time
TP01: Proportion of respondents who report that they are satisfied with the overall service from East Devon District Council.	52.7%	41.4%	+11.3%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from East Devon District Council over the last 12 months	51.5%	43.6%	+7.9%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	46.0%	38.2%	+7.8%
TP04: Proportion of respondents who report that they are satisfied that East Devon District Council provides a home that is well maintained	46.4%	40.6%	+5.8%
TP05: Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that East Devon District Council provides a home that is safe	57.3%	44.9%	+12.4%
TP06: Proportion of respondents who report that they are satisfied with East Devon District Council listening to their views and acting upon them	39.2%	32.6%	+6.6%
TP07: Proportion of respondents who report that they are satisfied with East Devon District Council keeping them informed about things that matter to them	44.1%	40.5%	+3.6%
TP08: Proportion of respondents who report that they agree with the statement: "East Devon District Council treats me fairly and with respect"	56.2%	46.9%	+9.3%
TP09: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to complaints handling	20.2%	16.3%	+3.9%
TP10: Proportion of respondents who report that they are satisfied East Devon District Council keeps communal areas clean and well maintained	39.1%	44.5%	-5.4%
TP11: Proportion of respondents who report that they are satisfied East Devon District Council make a positive contribution to their neighbourhood	36.6%	33.2%	+3.4%
TP12: Proportion of respondents who report that they are satisfied with East Devon District Council's approach to handling anti-social behaviour	36.4%	29.5%	+6.9%

3. Next Steps

- 3.1 Based on feedback from the survey, the findings are encouraging particularly when compared to our previous set of results. As a whole, satisfaction has improved across all TSM measures except one. The fact that this has been achieved is very encouraging since sector wide analysis reveals a 5 year trend showing a clear decline in satisfaction. More recent analysis is also showing how the environment we are operating in, such as the cost of living crisis is also having a significant impact on the increases we are seeing in dissatisfaction with social landlords.
- 3.2 Although an improvement on our previous set of results, clearly there is significant work to do to ensure we are continuing to improve tenant satisfaction across our housing service.

To ensure we take on board the feedback tenants have given, we are beginning to develop an action plan and accompanying comms plan. The action plan builds on work we have outlined previously (following when the 2022/23 results were published). It also further develops and outlines changes that have been underway in the housing service over the past 12 months following the changes in the senior management structure. In this plan we have highlighted all the TSMs and produced some clear objectives and desired outcomes which map across to our Service Plan. In devising the content of this plan, we have made sure the tenant is at the heart of our decisions in an attempt to really drive improvement, get better as a landlord and we hope when we do the TSM survey in 2024/25, this will be reflected in our scores.

Financial implications:

There are no finance implications requiring comment.

Legal implications:

There are no legal implications on which to comment