

Report to: Housing Review Board



Date of Meeting 11 October 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Publication of Final Tenant Satisfaction Measures by the Regulator for Social Housing

Report summary:

The new Tenant Satisfaction Measures as proposed in the Social Housing White Paper have been finalised and published by the Regulator for Social Housing. This report summarises our readiness to comply with the new standards.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

1. That members note the publication of the new Tenant Satisfaction Measures by the Regulator and the requirement for us to ensure compliance of the submission of the data required.
2. That members approve a review of the structure and distribution of the Annual Report in partnership with the Tenant Involvement Management Group with a view to providing a proposed approach at a future Housing Review Board that meets the standard required.

Reason for recommendation:

To ensure Members are aware of the changes in Regulation from April 2023 and to provide assurance to the Board that we will be compliant.

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Portfolio(s) (check which apply):

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

Equalities impact Low Impact

Climate change Low Impact

Risk: Medium Risk; Failure to comply with the new standard could result in negative perceptions of the Housing Service, and potential penalties could potentially be applied

Links to background information [June HRB report \(p. 62\)](#); [TSM Technical requirements](#);

Link to [Council Plan](#)

Priorities (check which apply)

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

1. Background

- 1.1 In December 2021, the Regulator of Social Housing published a consultation on the Introduction of Tenant Satisfaction Measures (TSMs). This consultation closed on 3rd March 2022.
- 1.2 The Regulator has now published their response to that consultation and has now confirmed the final measures and standard. This will come into effect on 1st April 2023. For clarification, this is the start of the reporting period for the new standard, meaning that our first annual report using the new measures will be in Summer 2024 (reporting on performance over the 2023/24 financial year). The exact method and timing of the annual report are not yet confirmed.
- 1.3 The new measures are split into two areas. The first requires us to produce an annual tenant perception survey. The survey must include specifically worded questions that will enable the regulator to assess our performance against other providers. The second uses management information, again specifically measured to allow for direct comparison across the sector.
- 1.4 This report summarises what this means for the Housing Service and what steps we have taken and will take to be in a position to comply with the new standard. The technical requirements document has been attached to this report for your information. The full consultation documents can be found here: [Consultation on the introduction of tenant satisfaction measures - GOV.UK \(www.gov.uk\)](http://www.gov.uk).

2. Preparations

- 2.1 When the draft measures were published in December 2021, we reviewed our current reporting mechanisms to determine our readiness for the new standard.
- 2.2 The new standard will come into force from April 2023.
- 2.3 **Tenant Survey** – We are on track to have this in place in good time ahead of the new standard being introduced. We have already carried out extensive work to prepare a tenant perception survey, initially based on the draft measures. Members were informed of progress at the HRB meeting in June 2022 (link provided above). There have only been minor changes to the proposed questions since then and these will be applied to the survey accordingly. Table 1 shows the measures to be collected from the survey. The detail of the questions required can be found in the attachment “TSM Technical requirements”.

Table 1: 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
- TP05 Satisfaction that the home is safe
- TP06 Satisfaction that the landlord listens to tenant views and acts upon them
- TP07 Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08 Agreement that the landlord treats tenants fairly and with respect
- TP09 Satisfaction with the landlord's approach to handling complaints
- TP10 Satisfaction that the landlord keeps communal areas clean and well maintained
- TP11 Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12 Satisfaction with the landlord's approach to handling anti-social behaviour

2.4 Once responses have been received, the results will be analysed in order to establish the proportion of tenants responding to each question who were satisfied each aspect of the service provided by their landlord. It is this figure that is reported to the regulator. Tenants will then be able to compare that figure with other local authorities and social housing providers.

2.5 **Management information** - As with the tenant survey, we had already begun preparations following the issuing of the draft measures. However, there are some areas where work is still needed to ensure compliance from April 2023. Table 2 lists the requirements, but more in depth information can be found in the attachment "TSM Technical Requirements".

Table 2: 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

2.6 For the majority of the measures, we already collect the information required.

2.6.1 Our corporate complaints team already holds the information on formal complaints that relate to CH01 and CH02.

- 2.6.2 We have the capacity to record cases of anti-social behaviour on our OPENhousing system. It should be noted that following consultation, it is now a requirement to separate out cases of Anti-social behaviour that relate to “hate incidents” in this measure (NM01). Work has begun to determine if our housing system does allow us to specify this, and we will need to establish if additional training is required to ensure that this information is accurately recorded. We are confident that we will have a robust system in place in time for the implementation of the new standard.
- 2.6.3 Our stock condition survey specification includes establishing whether a property meets the Decent Homes Standard. This work is due to be completed before the end of the 2023/24 financial year, ensuring compliance with measure RP01 for the first year’s submission. For subsequent years, a regime of property visits will need to be implemented to check that our homes continue to meet the standard.
- 2.6.4 The information required for RP02 is collected as part of the contract with Ian Williams.
- 2.6.5 Measures BS01 – BS05 are already collected via a number of contractors. Our compliance manager is working with the housing systems team to standardise the reporting of this information to streamline the process of reporting going forward.

3. Reporting to tenants

- 3.1 As well as reporting these measures to the Regulator, we are also required to provide an annual report to tenants to show our results and how they compare to other organisations.
- 3.2 Our current annual report is published in the Housing Matters magazine each year in December. The introduction of the new standard presents an opportunity to review the content and method of distribution of this annual report.
- 3.3 It is suggested that the matter is discussed with the Tenant Involvement Management Group at a future meeting, with a proposed approach presented to the Board in the new year.

4. Summary and recommendations

- 4.1 Overall we are confident that we will be in a position to comply with the new measures from April 2023, although we recognise that more work is required in a few areas, particularly around measures RP01 (Decent Homes Standard) and NM01 (Anti-social behaviour cases).
- 4.2 It is recommended that Members note the content of this report.
- 4.3 It is recommended that Members approve an investigation of the structure and distribution of the Annual Report in partnership with the Tenant Involvement Management Group with a view to providing a proposed approach at a future HRB meeting.
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Financial implications:

No direct financial implications raised. As previously report an existing budget of £5,000 exists to cover costs.

Legal implications:

There are no legal implications on which to comment. (GSalter 29/09/2022)