

RESOURCES AND SERVICES OVERVIEW AND SCRUTINY COMMITTEE

9TH JULY 2020

REPORT OF ASSISTANT DIRECTOR – HOUSING & ENVIRONMENT

A.1 Tenant Satisfaction and Participation Arrangements

(Report prepared by *Emma Norton and Tim Clarke*)

PURPOSE OF THE REPORT

The report has been written to facilitate discussion around the following agenda item:

(c) Council Housing Tenant Satisfaction and Involvement

The Committee will look at the measurement processes in relation to tenant satisfaction levels and tenant participation arrangements.

INVITEES

None

BACKGROUND

As above in Purpose.

DETAILED INFORMATION

Monitoring tenant satisfaction: Perception survey

In 2018, we carried out our eighth comprehensive survey to find out how satisfied tenants were with the services that the Council provides, as a landlord. This survey was carried out in accordance with Housemark's framework, which was based on out of sector practice and extensive research with housing providers, and was carried out in the summer of 2018 over a six-week period.

A postal survey was sent to all tenants in June 2018, with the option for this to be completed online, if preferred. 40% of those canvassed responded, which ensured the statistical reliability of the responses. Although this was less than the response rate achieved in previous years, this is common when research of a similar nature is undertaken on a regular basis.

A summary of some of the key responses received in 2018 is set out below:

Question	Response %
Overall satisfaction with service provided as a landlord	90
Satisfaction with quality of home	87

Satisfaction with repairs and maintenance	82
Satisfaction with neighbourhood	85
Satisfaction with rent as value for money	89
Satisfaction service charges as value for money	78
Satisfaction that kept informed as a tenant	81
Satisfaction with helpfulness of staff	83

**low sample size*

Tenants were also asked how likely they were to recommend the Council, as a landlord, to family and friends using scale of 0 (very unlikely) to 10 (very likely). This is known as the Net Promoter Score and is widely used in retail and other commercial environments but has recently been recommended for use in the housing sector. 84% of respondents scored the Council, as a landlord, 7 or more, which is a high proportion when compared to similar surveys.

Respondents were also asked 'Of the following services, which three do you consider to be the most important?' to identify their service priorities and the top three were:

- Repairs and maintenance 71%
- Quality of home 53%
- Keeping tenants informed 35%

This survey was due to be repeated this summer, based upon Housemark's newly revised framework, and questions from the recommended question library had been agreed with tenant representatives for inclusion. However, due to Covid – 19, this survey will now be carried out in the summer of 2021.

Monitoring tenant satisfaction: Transactional surveys

In addition to the comprehensive satisfaction survey outlined above, which measures tenants perception of the services received whether or not they have had a recent interaction with the Council, we also carry out a number of transactional surveys. These collect data after an interaction has taken place between the Council, as a landlord, and the tenant.

The transactional surveys that we currently carry out cover the following aspects of our service:

- Responsive repairs
- Planned maintenance and improvement works
- Disabled adaptations
- New tenancies
- Nuisance and anti-social behaviour complaints
- Gas servicing

- Right to Buy
- Ending a tenancy

Data from these surveys for 2019/20 are shown below

Survey	Outturn
Responsive repairs	94%
Planned maintenance and improvements	96%
Disabled adaptations*	93%
New tenancy*	100%
Nuisance and anti social behaviour	80%
Ending your tenancy*	100%
Gas servicing	100%
Right to Buy*	100%

Tenant representatives agree performance indicators for key questions included in both the comprehensive satisfaction survey and some of the transactional surveys outlined above and monitor this on an annual basis.

Tenant involvement

The Council's former dedicated Tenant Relations team, established to deal with all aspects of tenant consultation and involvement, is now part of the broader Customer and Support team under the Head of Customer and Commercial Services.

Our current tenant involvement arrangements are set out in the Resident Involvement Strategy agreed with tenants and the Housing Portfolio Holder in 2016. This strategy sets out:

- our approach to tenant involvement, including the reasons why we involve tenants
- the ways in which we will involve tenants and ensure that they are part of the service improvement process
- our objectives in relation to tenant involvement
- the actions required to meet our objectives
- how our performance will be monitored and reviewed
- how we will ensure that we meet all statutory and regulatory requirements

The objectives of this strategy are to:

- Promote and raise awareness of tenant involvement as a means of encouraging more

residents to get involved

- Ensure that we communicate effectively with tenants, providing good quality, timely and jargon free information
- Ensure that we are fully inclusive by providing a range of ways for tenants to get involved at a level and pace that suits them
- Make effective use of tenant feedback and involvement to improve service delivery
- Improve quality of life through effective tenant involvement
- Measure the impact of tenant involvement to make sure that it delivers effective outcomes for tenants and communicate this
- Provide sufficient resources and, support and training to make resident involvement effective

The methods of tenant involvement used, as and when appropriate are set out in the graphic below:



RECOMMENDATION

That the Committee determines whether it has any comments or recommendations it wishes to put forward the relevant Portfolio Holder or Cabinet.

