

Title: Tenant Satisfaction Survey Results 2023
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 Portfolio Holder: Councillor Adkins
 Wards of the District directly affected: All

Approvals required	Date	Name
Portfolio Holder	12/08/24	Helen Adkins
Finance	08/08/24	Charlie Griggs
Legal Services		
Chief Executive	13/08/24	Chris Elliott
Director of Climate Change	13/08/24	Dave Barber
Head of Service(s)	07/08/24	Lisa Barker
Section 151 Officer	13/08/24	Andrew Rollins
Monitoring Officer	13/08/24	Graham Leach
Leadership Co-ordination Group	19/08/24	
Final decision by this Committee or rec to another Cttee / Council?	Yes	
Contrary to Policy / Budget framework?	No	
Does this report contain exempt info/Confidential? If so, which paragraph(s)?	No	
Does this report relate to a key decision (referred to in the Cabinet Forward Plan)?	No	
Accessibility Checked?	Yes	

Summary

The report sets out the results of the 2023 tenant satisfaction survey undertaken by Stratford-on-Avon District Council who were commissioned by Warwick District Council to undertake the annual survey. From 2023 the satisfaction survey is part of new measures that have been introduced by the Regulator of Social Housing, which also introduced a new set of Consumer Standards for social housing. Housemark Limited a leading data and insight company for the UK housing sector have, working with Service Insights Limited applied a weighting process to the results to ensure they were representative of Warwick District Councils tenant population. They also provided assurance that the requirements provided by the Regulator of Social Housing and the Market Research Society Code of Conduct was complied with. Set out at Appendix 1, is a report by Housemark providing the final results with analysis based on those weighted scores.

Recommendation(s)

- (1)** That O&S note the report in line with the requirement set by the Regulator.
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1 Reasons for the Recommendation

- 1.1 Tenant satisfaction surveys are a valuable tool to find out what is important to tenants and what they think about the service that they receive. The council, along with other housing providers have for many years conducted tenant satisfaction surveys to find out what tenants think about the services provided by their landlord and use what they say to inform business planning priorities.
- 1.2 This report presents the results from the first survey conducted under the new regulatory Tenant Satisfaction Measures (TSMs) format. This format has been introduced by the Regulator of Social Housing (the regulator); to standardise the questions asked and make it possible to compare the performance of housing providers on issues that matter to tenants.
- 1.3 The reason for the recommendations is that the TSM Standards have an expectation that governing bodies of local authorities registered providers receive a report on the approach and outcomes of the survey to provide assurance the survey results are in accordance with regulatory requirements. Housemark in conjunction with Service Insights have provided assurance that the regulatory requirements for the Tenant Survey have been complied with supported by the report set out as Appendix 1.
- 1.4 There are 12 TSMs which housing providers are required by the Regulator to collect through tenant satisfaction surveys. The survey questions are prescribed by the regulator and cannot be deviated from, although the Council can add additional questions at the end of the survey. The Council did take up this option and asked additional questions.
- 1.5 The survey was posted to all Warwick District Council (WDC) tenants. Leaseholders were not included as directed by the Regulator. A total of 5,338 questionnaires were mailed to all WDC tenant households in October 2023 and given up to four weeks to respond. A reminder mailing was sent out in December to those who had not completed a questionnaire. The final deadline was 2 January 2024. 1,573 questionnaires were returned in the period allowed.

Tenants were given the option to complete the survey online. 73 of the 1,573 completed the survey this way.

1.6 The survey response rate was 29.5% (with an error margin of +/- 2.08% which is within the acceptable industry norm level of + or - 3% at a 95% confidence level and gives statistically reliable results.

1.7 Weighting of the original results was undertaken using Rim Weighting ('Random Iterative Method') this process is used when providing weighting for more than one variable to achieve an even distribution of results across an entire dataset. This was by four variables to ensure the survey sample was representative of the tenant population: Household Composition, Housing Type (Sheltered or Not), Ward, and Age. Variables were chosen where the sample was not fully representative of the tenant population and where this was likely to have a material impact on satisfaction scores.

1.8 Summary of Results

1.8.1 The 12 Tenant Perception Survey Measures;

(note TP stands for Tenant Perception measure and is a regulatory reference)

Measure	Unweighted TSM scores 2023/24 (to one decimal place)	Weighted TSM scores 2023/24
TP01: Proportion of respondents who report that they are satisfied with the overall service from Warwick District Council	77.8%	75.8%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Warwick District Council over the last 12 months	78.1%	75.3%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	73.8%	71.1%
TP04: Proportion of respondents who report that they are satisfied that Warwick District Council provides a home that is well maintained	77.1%	73.7%
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 Warwick District Council provides a home that is safe	80.6%	76.6%
TP06: Proportion of respondents who report that they are satisfied with Warwick District Council listening to their views and acting upon them	64.5%	61.4%
TP07: Proportion of respondents who report that they are satisfied with Warwick District Council keeping them informed about things that matter to them	73.4%	71.6%
TP08: Proportion of respondents who report that they agree with the statement: "Warwick District Council treats me fairly and with respect"	79.2%	77.9%
TP09: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to complaints handling	40.4%	42.7%

TP10: Proportion of respondents who report that they are satisfied Warwick District Council keeps communal areas clean and well maintained	58.5%	59.1%
TP11: Proportion of respondents who report that they are satisfied Warwick District Council make a positive contribution to their neighbourhood	60.7%	59.4%
TP12: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to handling anti-social behaviour	56.4%	55.5%

1.8.2 **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance. In this survey, the council achieved a score of **75.8%**.

1.8.3 **Highest scoring TSMs:** The top-scoring Tenant Satisfaction Measures were identified as:

TP08: 77.9% - Proportion of respondents who report that they are satisfied with WDC treating tenants fairly and with respect.

TP05: 76.6% - Proportion of respondents who report that WDC provides a home that is safe.

TP02: 75.3% - Proportion of respondents who report that they are satisfied with the repairs service they received in the last 12 months.

1.8.4 **Lowest scoring TSMs / high dissatisfaction: TP09: 42.7%** - Proportion of respondents satisfied with the way WDC handles complaints. It is worth noting that a greater proportion of tenants (43.1%) were dissatisfied than satisfied.

1.9 Benchmarking against English Local Authorities

1.9.1 WDC subscribe to a benchmarking service provided by Housemark Limited who have provided the comparative data. Benchmarking provides additional insight and context for how service performance compares to similar organisations. For the purpose of this report, Warwick District Council scores have been benchmarked against the most recent TSM survey data available. The data shows a favourable position apart from TP10 but specifically a 6.3% positive difference in Overall Satisfaction (TP01) between Warwick District Council and the English LA score.

Measure	Weighted TSM scores 2023/24	Housemark English LA's	Difference
TP01: Proportion of respondents who report that they are satisfied with the overall service from Warwick District Council	75.8%	69.5%	+6.3%
TP02: Proportion of respondents who report that they are satisfied with the overall repairs service from Warwick District Council over the last 12 months	75.3%	71.3%	+4.0%
TP03: Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	71.1%	66.2%	+4.9%

TP04: Proportion of respondents who report that they are satisfied that Warwick District Council provides a home that is well maintained	73.7%	66.9%	+6.8%
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 Warwick District Council provides a home that is safe	76.6%	74.0%	+2.6%
TP06: Proportion of respondents who report that they are satisfied with Warwick District Council listening to their views and acting upon them	61.4%	55.0%	+6.4%
TP07: Proportion of respondents who report that they are satisfied with Warwick District Council keeping them informed about things that matter to them	71.6%	65.7%	+5.9%
TP08: Proportion of respondents who report that they agree with the statement: "Warwick District Council treats me fairly and with respect"	77.9%	73.6%	+4.3%
TP09: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to complaints handling	42.7%	28.7%	+14.0%
TP10: Proportion of respondents who report that they are satisfied Warwick District Council keeps communal areas clean and well maintained	59.1%	63.3%	-4.2%
TP11: Proportion of respondents who report that they are satisfied Warwick District Council make a positive contribution to their neighbourhood	59.4%	57.3%	+2.1%
TP12: Proportion of respondents who report that they are satisfied with Warwick District Council's approach to handling anti-social behaviour	55.5%	52.0%	+3.5%

1.9.2 Housemark have been reporting across the housing sector that overall satisfaction has been tracking downward over the last five years. Although there are a number of factors that may have influenced this downward trend (Covid, economic downturn, cost of living and energy crisis, etc...), fundamentally landlords are not consistently meeting the needs of tenants. However, when benchmarking WDC's overall satisfaction score of 75.8%, the positive difference of 6.4% can be observed within a wider historical context.



1.10 Key Driver Analysis – 'What is driving overall satisfaction?'

1.10.1 Housemark's report at Appendix 1 has included further analysis of the results which explores the relationship between different aspects of service to better

understand what most influences overall customer satisfaction.

1.10.2 When looking at the key driver results for Warwick District Council the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), has identified TP04: Satisfaction that the home is well maintained; TP06: Satisfaction that the landlord listens to tenant views and acts upon them; and TP05: Satisfaction that the home is safe. Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

1.10.3 Whilst complaint handling (TP09) achieved a relatively low satisfaction score, the key driver analysis suggests that complaints handling is relatively speaking *not* a strong driver of overall satisfaction compared to other factors. Despite this, the Council should still consider complaints as an essential element of any service offer due to the importance of quickly resolving service failures for residents whilst presenting opportunities to integrate longer term learning for the organisation.

1.11 **Response to the survey**

1.11.1 Based on findings for the Council's TSM survey, this report suggests that whilst scores are generally high and there are elements which will be encouraging (e.g. treating tenants fairly and with respect, and providing a home that is safe), there is still room for improvement. Focussing upon the key drivers of satisfaction will help increase overall satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction.

1.11.2 Housemark in their report at Appendix 1 have presented three recommendations for consideration.

Recommendation 1: Clearly communicate the TSM findings to both staff and tenants. Publish the TSM scores alongside a summary of future actions (e.g. on a single webpage).

Recommendation 2: WDC should develop a clear action plan based on the TSM findings, and the impact of actions taken should be assessed over time. This should centre upon the top key drivers of overall satisfaction, as these will help increase satisfaction perceptions for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction / high dissatisfaction (specifically, complaints handling).

Recommendation 3: As part of the creation of an action plan, involve tenants in a small number of focus groups to better understand the context of their feedback and develop suggestions in a co-created manner. A similar approach could also be considered by involving staff and close stakeholders (e.g. repairs contractors) in this process.

The recommendations set out a clear approach to improving levels of tenant satisfaction and it is proposed that these recommendations are endorsed by Cabinet and that they are incorporated into the work being undertaken to ensure the new consumer standards are met.

2 Alternative Options

2.1 There are no alternative options. Collecting data on tenant satisfaction via a perception survey is a Regulatory requirement.

3 Legal Implications

3.1 The Social Housing (Regulation) Act 2023 became law on 20 July 2023. The Act aims to give tenants greater powers, improve transparency and access to

redress, and provide a robust mechanism to drive improved standards across social housing.

- 3.2 The TSM's were introduced within the 2023 Act including an annual Tenant Perception Survey alongside a suite of revised consumer standards against which social housing landlord's will be regulated.

4 Financial Services

- 4.1 Any service improvements identified in response to the survey results will be costed and any budgetary impacts will be assessed alongside other budget headings and priorities within the service area and the council.

5 Corporate Strategy

- 5.1 Warwick District Council has adopted a Corporate Strategy which sets three strategic aims for the organisation. The proposed decision within this report contributes to the delivery of two of these strategic aims.
- 5.2 Delivering valued, sustainable services – Improving the levels of Tenant Satisfaction has a clear relationship with the Councils strategic aims of Delivering valued, sustainable services.
- 5.3 Low cost, low carbon energy across the district – There is no direct link for the proposals in this report to the strategic aims of this aspect of the corporate strategy.
- 5.4 Creating vibrant, safe and healthy communities of the future - Responding positively and working to improve tenant satisfaction levels will help to foster a better community environment, a sense of ownership and belonging. Satisfied tenants are more likely to participate in events and activities which help to create vibrant, safe and healthy communities.

6 Environmental/Climate Change Implications

- 6.1 The report has no direct implications for the Council's policies and Climate Emergency Action Plan.

7 Analysis of the effects on Equality

- 7.1 An Equality Impact Assessment has not been completed. However, it must be noted that Council tenants form some of the most marginalised groups in society. In order to access affordable housing, applicants will need to demonstrate homelessness, health problems or other need alongside demonstrating that private sector housing or home ownership is unaffordable to them.

8 Data Protection

- 8.1 No data protection implications for the proposals.

9 Health and Wellbeing

- 9.1 There are no direct health and wellbeing implications of the proposals.

10 Risk Assessment

10.1

Risk	Mitigation
No satisfaction survey is undertaken	The council is required to conduct the survey in accordance with the regulator survey requirements. The

	main risk was not collecting the data in accordance with these requirements and in time for submission deadline. The survey was conducted in good time.
The Council does not have a supplier to undertake the surveys	Independent survey body procured
Tenants do not understand how providing information can assist the Council	Ensuring that tenants receive feedback and see change in response to the views that they have taken the time to provide to mitigate against reputational risk.
Reputational risk in poor outcomes	The Council uses the information provided by tenants to make improvements to the service. Tenants are involved in bringing forward improvements
Regulatory risk in poor outcomes	The Council uses the information provided by tenants to make improvements to the service. Tenants are involved in bringing forward improvements
Not learning from or responding to the survey information.	A SMART action plan is produced which is time-based and reported through established mechanisms.

11 Consultation

- 11.1 All tenants were consulted in respect of the Tenants Satisfaction Survey and asked to feed in their views. 5,338 questionnaires were sent out with 1,573 returned. This is a response rate of 29.5%.
- 11.2 The Resident Involvement Group and other interested tenants will be consulted in relation to the required improvements.

Background papers:

Appendix 1 – Warwick District Council TSM Survey Report 2023/24

Supporting documents:

None.