

Somerset West and Taunton Council

Tenants Strategic Group – 28th March 2022

2021/22 Housing Tenant Satisfaction Measures and STAR Survey

This matter is the responsibility of Councillor Smith, Portfolio Holder for Housing

Report Author: Shari Hallett (Housing Performance Manager)

1 Executive Summary

1.1 This report provides:

- Awareness of the TSM (tenant satisfaction measurement) requirement from RSH which is currently in consultation and our preparations for TSM formal submission.
- Awareness of next steps in relation to STAR survey due to be undertaken in SWT by the end of 2022.

2 Recommendations

2.1 To note and comment on content of the report in particular recommendations below paragraphs 2.2 through to 2.5.

2.2 We propose to use the TSM (tenant satisfaction measurement) survey questions and replace the STAR survey questions that were due to be asked of tenants by December 2022. Two six monthly pilot surveys are proposed using 12 perception questions plus at least three additional questions. The final questions list to be agreed with HSMT (Housing Senior Management Team) but this will include the TSM question set which is found appendix D for information.

- a) The initial survey will cover TSM measures and meet technical requirements of [TSM consultation document \(publishing.service.gov.uk\)](#) Annex 2 with the addition of our own questions. The second survey will use the agreed measures once the TSM consultation finishes and the regulator publishes its final question set.
- b) Tenant Newsletter will advise tenants that we will use “Acuity” as our survey provider and calls will be made to tenants during May and November of 2022.

2.3 A separate leasehold survey to be developed in conjunction with Leasehold Officer (based on previous STAR questions) and costed.

3 Background

- 3.1 SWT have historically completed the STAR survey every two years. This was last completed Dec 2020 and is next due by end of 2022. This has historically been completed with all tenants and leaseholders.
- 3.2 The RSH have published their consultation document (link appendix A) for the introduction of Tenant Satisfaction Measures. 22 measures 12 of which are perception measures (see Appendix A – TP1-TP12).
- 3.3 The requirement is for an annual survey (4.16 of the guidance) of tenants including low cost ownership but excluding leaseholder (4.14 of the guidance see Appendix b) but does includes temporary social housing (9.6). The requirement comes into force 1/4/2023. April 2023-March 2024 will be the first year of TSM data collection. Summer 2024 will be the submission of first year of data. The reporting year runs 1st April -31st March with year end meaning reporting the position as at 31st March (as per LAHS and LADR). Draft timetable appendix C below.
- 3.4 The future of STAR survey is not known but it is likely to be replaced by the TSM which will be an annual regulatory return.
- 3.5 Boards and governing bodies of local authority registered providers are to ensure TSM calculated accurately and in accordance with regulatory requirements.

4 Findings

- 4.1 There is a requirement for SWT to be prepared for TSM and be ready to:
- Collect and report data in accordance with requirements
 - Report perception data
 - Submit to regulator
 - Publish data in timely, clear and easily accessed by tenants – including survey approach. (Regulator will also publish.)
 - Meet our own requirement to consult tenants either through STAR or other means.
- 4.2 Quotations have been sought from Acuity for 1/4ly and 6 monthly surveys. Costs for 15 question surveys are comparable. 1/4ly surveys are completed by HiS and reported to their board 6 monthly. HiS report that quarterly surveying is onerous and only reported to their board 6 monthly. 6 monthly pilot surveys are being suggested at SWT as it will give us our first baseline in May 2022 followed by November 2022.

Quarterly timescales of surveys

ACTION	Data file provided	Telephone fieldwork (2 weeks)	Quarterly outputs: topline results and online	Quarterly outputs: written report
Q1 22/23	25 April 22	3 to 14 May	16 May	27 May
Q2 22/23	25 July	1 to 13 August	15 August	26 August
Q3 22/23	24 October	1 to 12 November	14 November	25 November
Q4 22/23	23 Jan 23	1 to 11 February	13 February	24 February

6 monthly timescales of surveys

ACTION	Data file provided	Telephone fieldwork (2 weeks)	Topline results and online	Written report
W1 22/23	2 May	9-21 May	23 May	3 Jun
W2 22/23	7 Nov	14-26 Nov	28 Nov	9 Dec

4.3 The RSH (regulator for social housing) regulatory approach is that TSM data will be one source of assurance alongside a number of other sources. They do not intend to use TSM data in isolation to enforce compliance with consumer standards (6.8).

5 Considerations

5.1 The TSM are new measures, an annual survey end of 2022-3 may be too late to understand and respond to survey responses before having to collect for RSH. A six monthly pilot survey gives us one base line response in May and a follow up in November 2022 (which can include questions that may change after the consultation, final questions planned summer 2022). Normally surveys are conducted once every two years, so this will also show us our resource requirements of completing surveys more frequently, as well as new annual cost.

5.2 SWT have a number of important priorities to progress during 2022-3 as set out in Directorate Plan therefore further action planning on a quarterly basis may not be best use of resources during 2022-3. The pilot will also show if annual survey is sufficient.

5.3 RSH propose that leaseholders are not part of this collection. Budget currently is only sufficient to cover costs for tenants and funding will need to be established for formal consultation with leaseholders.

5.4 The satisfaction measures will not include specific Development, Enabling, Strategy, Homefinder or Homeless perception. Our development activities will reflect in our satisfaction scores in relation to neighbourhoods and quality of the home once tenanted properties. The regulator acknowledges that the TSM are not intended to cover all aspects of a registered provider's performance.

5.5 Recommendations shown in para 2 above.

Democratic Path:

- Housing Briefing – 1st March 2022

- Tenants Strategic Board – 28th March 2022

Reporting Frequency: Ad-hoc report

Contact Officers

Name	Shari Hallett
Direct Dial	01823 219425
Email	s.hallett@somersetwestandtaunton.gov.uk

Appendix A

[TSM consultation document \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Theme	Code	Issue
Overall satisfaction	TP01	Overall satisfaction
Keeping Properties in Good Repair	RP01	Homes that do not meet the Decent Homes Standard
	RP02	Repairs completed within target timescale
	TP02	Satisfaction with repairs
	TP03	Satisfaction with time taken to complete most recent repair
Maintaining Building Safety	BS01	Gas safety checks
	BS02	Fire safety checks
	BS03	Asbestos safety checks
	BS04	Water safety checks
	BS05	Lift safety checks
	TP04	Satisfaction that the home is well maintained and safe to live in
Effective Handling of Complaints	CH01	Complaints relative to the size of the landlord
	CH02	Complaints responded to within Complaint Handling Code
	TP11	Satisfaction with the landlord's approach to handling of complaints
	TP12	Tenant knowledge of how to make a complaint
Respectful and Helpful Engagement	TP05	Satisfaction that the landlord listens to tenant views and acts upon them
	TP06	Satisfaction that the landlord keeps tenants informed about things that matter to them
	TP07	Agreement that the landlord treats tenants fairly and with respect
Responsible neighbourhood management	NM01	Anti-social behaviour cases relative to the size of the landlord
	TP08	Satisfaction that the landlord keeps communal areas clean, safe and well maintained
	TP09	Satisfaction that the landlord makes a positive contribution to neighbourhoods
	TP10	Satisfaction with the landlord's approach to handling of anti-social behaviour

Appendix B

- 4.14 Where relevant, TSM data must be collected for low cost rental accommodation (LCRA) and low cost home ownership accommodation (LCHO). These terms are defined in the Housing and Regeneration Act 2008 (the Act)⁶. Due to our regulatory remit, we propose that leasehold⁷ homes are not included within the TSM data. We are also proposing that any homes that are non-social housing, or only social housing by virtue of legacy⁸ provisions in the Act, are not included in the TSMs. For the purposes of this document, the term 'tenant' refers to any resident of LCRA or LCHO homes owned by a provider.

Appendix C

Proposed timing	Anticipated activity
3 March 2022	TSM consultation closes. Responses submitted after that date may not be considered.
March 2022 – Summer 2022	The regulator analyses and considers consultation responses. Any drafting changes to the TSM documents would be made at this stage ¹³ .
Summer 2022	The regulator publishes a decision statement, ¹⁴ together with a final version of the regulatory
Autumn 2022 - Spring 2023	Registered providers prepare systems for the collection of TSM data.
1 April 2023	Regulator's requirements (i.e., the TSM documents) come into force.
April 2023 - March 2024	Registered providers collect first year of TSM data.
Summer 2024	Registered providers submit their TSM data to the regulator for the first year.
Autumn 2024	The regulator aims to publish registered providers' TSM data.

- 10.5 For the reasons given, it is proposed that transactional surveys would not be permitted for the calculation of these TSMs. We understand that some registered providers find value in carrying out transactional surveys for their own information and we think it is important to make clear that they would remain free to collect in this way for their own use.

Appendix D

TSM		Survey question wording
TPO 1	Overall satisfaction	'Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?'
		Response options: Very satisfied to Very dissatisfied
TPO 2	Satisfaction with repairs	'Has [your landlord] carried out a repair to your home in the last 12 months?'
		Response options: Yes / No
		If yes, "How satisfied or dissatisfied are you with the repairs service you have received to your home from [your landlord] over the last 12 months?'
		Response options: Very satisfied to Very dissatisfied
TPO 3	Satisfaction with time taken to complete most recent repair	'Has [your landlord] carried out a repair to your home in the last 12 months?'
		Response options: Yes / No
		If yes, 'How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?'
		Response options: Very satisfied to Very dissatisfied
TPO 4	Satisfaction that the home is well maintained and safe to live in	'Thinking specifically about the building you live in ... How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained and safe for you to live in?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TPO 5	Satisfaction that the landlord listens to tenant views and acts upon them	'How satisfied or dissatisfied are you with the extent to which [your landlord] listens to your views and acts upon them?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TPO 6	Satisfaction that the landlord keeps tenants informed about things that matter to them	'How satisfied or dissatisfied are you with the way [your landlord] keeps you informed about things that matter to you as a tenant?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know

TP0 7	Agreement that the landlord treats tenants fairly and with respect	'To what extent do you agree or disagree with the following "my landlord treats me fairly and with respect"?'
		Response options: Strongly agree to Strongly disagree + Not applicable / don't know
TP0 8	Satisfaction that the landlord keeps communal areas clean, safe and well maintained	'Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?'
		Response options: Yes / No
		If yes, 'How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean, safe and well maintained?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TP0 9	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Lead option: Thinking about what your landlord does to improve your neighbourhood as a place to live...'How satisfied or dissatisfied are you with the extent to which [your landlord] makes a positive contribution to your neighbourhood?'
		Alternative option: 'How satisfied or dissatisfied are you with your neighbourhood as a place to live?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TP1 0	Satisfaction with the landlord's approach to handling of anti-social behaviour	'How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TP1 1	Satisfaction with the landlord's approach to handling of complaints	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?'
		Response options: Very satisfied to Very dissatisfied + Not applicable / don't know
TP1 2	Tenant knowledge of how to make a complaint	'To what extent do you agree or disagree with the following 'I know how to make a complaint to [my landlord] if I am not happy with the service I receive'?'
		Response options: Strongly agree to Strongly disagree + Not applicable / don't know

Additional questions for NPS score, ground maintenance, would you be interested in getting involved, how would you like to be informed of new housing initiatives (understand communication preference).