

- **Tenant Satisfaction Measures Survey**
- **May 2023 Summary for TSG**

25th September 2023



Somerset
Council

Results at a glance

Key Metrics Summary W1 2023/24



71% Well maintained home



71% Easy to deal with



82% Safe home



58% Listens & Acts



76% Repairs - Last 12 months



75% Keeps you informed



74% Time taken - Last repair



75% Treats fairly & with respect



59% Communal areas clean & well maintained



31% Complaints handling



71% Positive contribution to neighbourhood



55% Grounds maintenance



86% Neighbourhood as a place to live



74% Estate services



54% Anti-social behaviour

What is it?

- A regulatory requirement since April 2023 (data will be reported April 2024).
- Completed every 6 months (May & November).
- The 2 survey results put together give us the annual figures to submit to the regulator.
- 23 questions, including the 12 TSM questions set by the regulator.
- There were 301 completed interviews, 246 GN, 53 SH, 2 ExC. 256 from Taunton and 46 from Wellington.

Topline Results

Overall satisfaction is 76%.

Overall satisfaction has decreased by 1% since November. It is exactly the same as May last year.

86% thought that their neighbourhood was a good place to live (same as previous survey).

82% thought that their home was safe compared to 83% in November 2022.

Increased Satisfaction

- Neighbourhood (up 1%) – currently 86%
- Communal areas (up 1%) – currently 59%
- Positive contribution to the neighbourhood (up 1%) - currently 71%

Decreased Satisfaction

- Well maintained home (down by 8%) – currently 71%
- Safe Home (down by 1%) - currently 71%
- Anti-social (down by 9%) – currently 54%
- Grounds maintenance (down by 9%) - currently 55%
- Easy to deal with (down by 4%) – currently 71%
- Estate Services (down by 1%) - currently 74%
- Repairs (down by 5%) – currently 76%
- Time taken to repair (down by 5%) – currently 74%
- Listening to tenants (down by 4%) – currently 58%
- Treating tenants fairly & with respect (down by 7%) – 75%
- Keeping tenants informed (down by 5%) – currently 75%
- Complaints Handling (down by 23%) - currently 31%

Please note that the complaints TSM question is: How satisfied or dissatisfied are you with Somerset West and Taunton Council Housing Services' approach to complaints handling?

It does not differentiate between a formal complaint or when a tenant thinks they have complained, i.e mentioned it to their Tenancy Case Manager. When we checked none of those that answered the question had actually made a formal complaint.

Areas of Improvement

Our customers tell us they are unsatisfied in the following areas:

- ASB
- Communal Areas
- Grounds Maintenance
- Listening to tenants
- Complaints

Interesting findings

- Only 11% of tenants expressed an interest in becoming more engaged with the council
- 67% of our tenants use the internet regularly and 33% do not access the internet.
- Older age group tenants are consistently more satisfied than General Needs tenants

National Context

Housemark shows that satisfaction has steadily fallen over the last 2 years, on average a fall of 5% since the pandemic. Therefore, a 1% fall in overall satisfaction at SWT should not be unexpected.

Acuity report that amongst the 50 landlords that they work with, the average overall satisfaction is 72%. Our overall satisfaction is 76%.

When comparing the 50 landlords that Acuity work with, Somerset Council has reported a higher-than-average satisfaction score in the following areas:

- Well maintained home
- Safe home
- Repairs
- Time taken to report a repair
- Positive contribution to the neighbourhood
- Kept informed

The average satisfaction score for ASB was 59%- this shows that nationally tenants are dis-satisfied
The average score for complaints was 36% - this shows that nationally tenants are dis-satisfied

What's next?

- Our colleagues will talk to you about the improvement plans in their area of business.
- The council needs to put in an Action plan to address the areas of improvement.
- The Action Plan will need to be documented and evaluated in TSG meetings.
- Acuity tell us that the main drivers for Customer Satisfaction are tenant's homes being well maintained and being treated fairly and with respect and therefore, we must keep an emphasis on our repairs service and communication.

**Time to hear from our colleagues,
please ask questions afterwards.**

