

- **Tenant Satisfaction Measures Survey**
- **November 2023 and Annual Summary for TSG- 25th March 2024**



Somerset
Council

Results at a glance

Key Metrics Summary W2 2023/24



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 313 completed interviews, 257 GN, 52 SH, 1 ExC, 3 Temporary Accommodation. 263 from Taunton and 50 from Wellington.

Topline Results

Overall satisfaction is 73%. (73.48%)

Overall satisfaction has decreased by 3% since May.

Only one area scored less than 60%, in the last survey there were 5 areas that scored less than 60%.

There are more areas showing an increase in satisfaction than a decrease. Satisfaction increased in all areas except for two (overall satisfaction and neighbourhood). 86% thought that their neighbourhood was a good place to live (same as previous survey).

83% felt that their home is safe

Increased Satisfaction

- Well Maintained Home 3%
- Safe 1%
- Repairs 3%
- Time taken to repair 1%
- Communal areas 10%
- ASB 14%
- Grounds Maintenance 24%
- Estate Services 8%
- Listening to tenants 5%
- Treating Tenants fairly & with respect 4%
- Keeping tenants informed 6%
- Complaints Handling 2%
- Easy to deal with 1%

Decreased Satisfaction

- Overall satisfaction 3%
- Positive contribution to the neighbourhood 5%
- It is a great achievement to only see decreased satisfaction in only 2 areas

Areas of Improvement

- The key themes coming from the comments are residents would like improved communication with their landlord in general, also noting accessibility/language barriers. In relation to the repairs service, residents would like to see improvements to the timescales for completing repairs, outstanding/forgotten repairs being completed and an overall improvement to the day-to-day repairs service.
- ASB
- Complaints Handling
- Communal areas
- Grounds Maintenance
- Listening to tenants

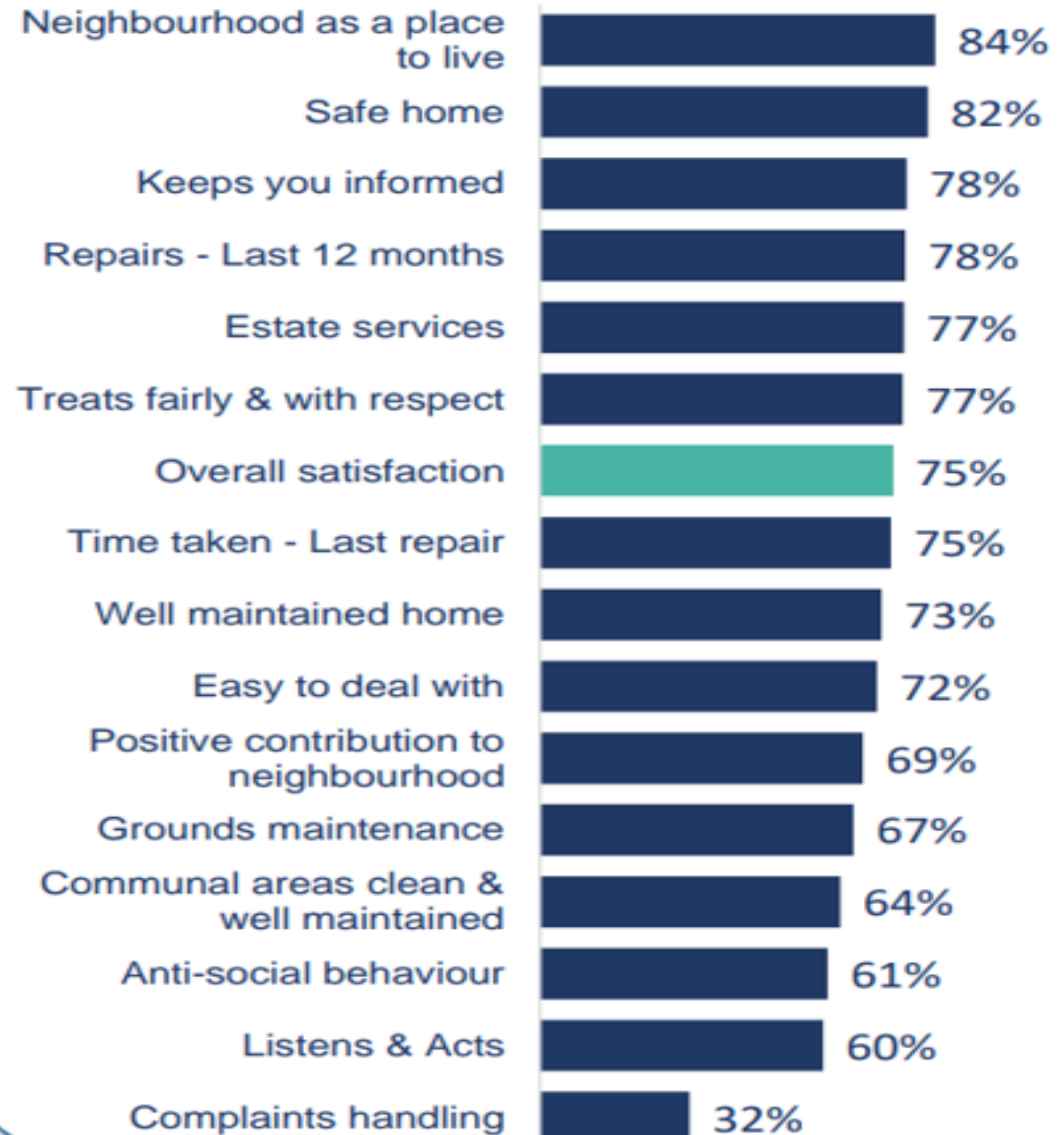
All of the areas above have improved since the last survey in May 2023 but still require improvement.

Interesting findings

- Only 14% of tenants expressed an interest in becoming more engaged with the council
- 65% of our tenants use the internet regularly and 30% do not access the internet (approx 1,800).
- Older age group tenants are consistently more satisfied than General Needs tenants

Annual Summary 2023

Satisfaction with measures 2023/24



Year on Year Change

	2022/23	2023/24	Change
Overall satisfaction	77%	75%	-2%
Well maintained home	75%	73%	-2%
Safe home	81%	82%	2%
Repairs - Last 12 months	79%	78%	-1%
Time taken - Last repair	78%	75%	-3%
Communal areas clean & well maintained	57%	64%	6%
Positive contribution to neighbourhood	70%	69%	-1%
Neighbourhood as a place to live	83%	84%	1%
Anti-social behaviour	64%	61%	-3%
Easy to deal with	76%	72%	-4%
Listens & Acts	62%	60%	-2%
Keeps you informed	79%	78%	-1%
Treats fairly & with respect	82%	77%	-5%
Complaints handling	59%	32%	-27%
Grounds maintenance	60%	67%	6%
Estate services	73%	77%	4%

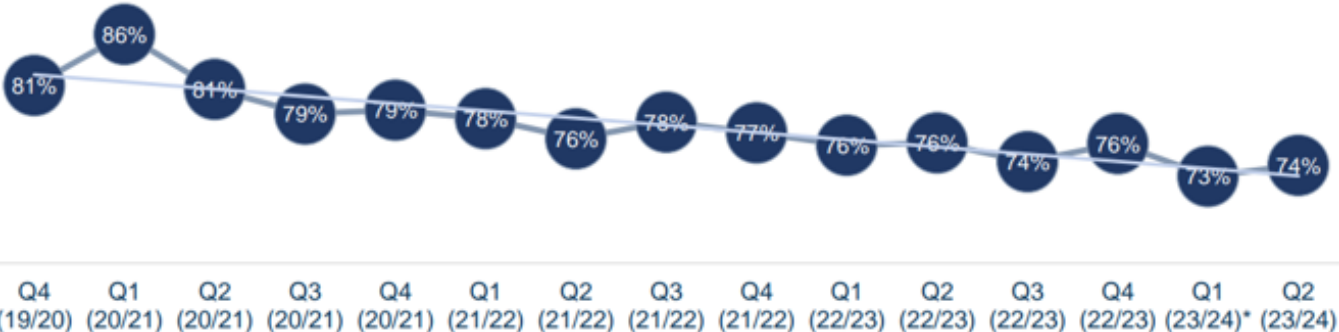
National Context

When compared to Acuity's other council clients, Somerset council scores above median in all areas with 10 out of 12 areas falling in the top quartile which shows a good level of service compared to other councils.

National Context

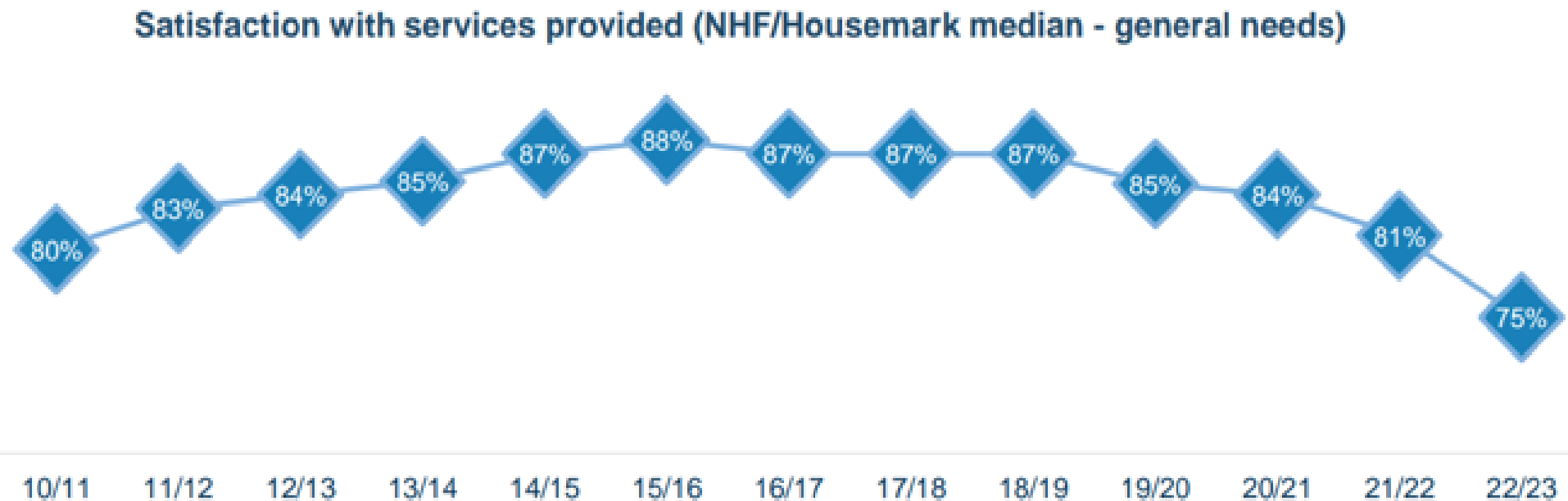


Overall Services (Acuity Clients)



This shows that amongst Acuity clients, overall satisfaction has continued to decline. Somerset Council have scored 1% more than acuity's average.

National Context



Housemark members have also seen a decline in satisfaction since 2019. Somerset Council's overall satisfaction is the same as Housemark.

What's next?

- The council needs to continue with their Action plan to address the areas of improvement.
- To carry on with the Grounds Maintenance Focus Group because Grounds maintenance Grounds maintenance increased 24% from 55% in May to 79% in November. It is the highest it has been since 2013.
- 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.

Thank you for listening

