

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 8
DATE OF MEETING:	02 FEBRUARY 2023	CATEGORY: (
REPORT FROM:	STRATEGIC DIRECTOR SERVICE DELIVERY	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM. Paul.Whittingham@southderbyshire.gov.uk	DOC:
SUBJECT:	REGULATOR OF SOCIAL HOUSING-TENANT SATISFACTION INDICATORS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS01

1.0 Recommendations

- 1.1 That all Council tenants are invited to take part in an annual satisfaction survey for the year 2023/24.
- 1.2 That after the survey, subsequent annual surveys are carried out based on a representative sample of tenants
- 1.3 That the first three years surveys are completed by externally procured market research specialists.

2.0 Purpose of the Report

- 2.1 This report updates the Committee with progress with preparing for the Regulator of Social Housing (RSH) new regulatory framework which was outlined in a report on 28th January 2021.
- 2.2 The report also confirms the new suite of Tenant Satisfaction Measures that all Registered Social Landlords are required to collect annually from 1st April 2023 and how the Council will collect this information.
- 2.3 The report proposes an initial "census" style survey of all tenants with subsequent surveys based on a statistically and demographically representative sample of tenants.

3.0 Executive Summary

- 3.1 The Government published "The Social Housing White Paper-The Charter for Social Housing Residents" in 2020. This was presented to the Housing and Community Services Committee on 28th January 2021.

- 3.2 The White Paper confirmed that a new suite of Tenant Satisfaction Measures (TSMs) would be introduced by the Regulator of Social Housing. (RSH)
- 3.3 These indicators were published in November 2021. This report outlines the indicators and proposes the methodology by which the Council will collect this data from tenants.

4.0 **Detail**

- 4.1 In November 2021, the Housing Regulator published “Reshaping Consumer Regulation our Principles and Approach” outlining the four key areas of regulation
- Principles and outcomes
 - Standards
 - Our consumer regulation approach
 - Tenant satisfaction measures

The principles on which regulation will be carried out are :

Co-regulatory – landlords are responsible for meeting the regulatory standards, with landlords supporting their tenants to shape and scrutinise service delivery, to hold them to account and for understanding their performance, telling the regulator if they are not meeting a standard.

Proportionate – when assessing whether landlords meet the standards and if regulatory action may be needed, the Regulator considers the impact of the issue.

Risk based – our regulatory engagement and actions are targeted according to the risk of standards not being met and the impact that this has on the tenants of that landlord.

Assurance based – we seek assurance from landlords about whether they meet the standards. In other words, the responsibility is on landlords to demonstrate their compliance . Where landlords do not provide that assurance, this will be reflected in the judgements that are reached.

Outcome focused – The standards set out the outcomes landlords are expected to achieve, in that:

- Social housing is well managed
- Tenants’ complaints are dealt with efficiently and effectively. Tenants are treated with fairness and respect and their diverse needs are considered.
- Social housing stock meets the decent homes standard.
- Landlords ensure social housing meets health and safety requirements and consider safety in the management of housing.
- Landlords comply with tenancy law and regulations and avoid unnecessary evictions.
- Tenants have access to information to hold their landlords to account.
- Tenants have opportunities to influence the decisions and priorities of their landlords with respect to their housing.
- Landlords take account of the views of tenants in the management of their homes.
- Landlords work with other agencies to contribute to the safety and well

being of the areas in which the homes they are responsible for are situated.

4.2 The Regulator has confirmed six themes now contained within its Consumer Standards .

- Safety
- Quality
- Neighbourhood
- Transparency
- Engagement and Accountability
- Tenancy

The Regulator has also confirmed that their approach to Consumer regulation will involve:

Consumer inspections – either as part of a planned programme of gathering assurance, or where we are responding to information that standards are not being met

Reactive engagement – responsive follow up on information that indicates a potential breach of the standards

Desk -top reviews – reviewing information about landlords’ performance from the tenant satisfaction measures and a range of other sources

Data returns – a wide range of information is already collected from landlords

In September 2022 the Housing Regulator also published the final suite of Tenant Satisfaction Measures . There are 22 Measures that cover the regulatory themes. Twelve are Tenant Perception Measures to be captured through a satisfaction survey.

Table 1 :Summary of Tenant Satisfaction Measures to be collected by survey

Reference	Measure
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord’s approach to handling complaints

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour

This data must be collected annually either from a survey of all tenants or of a representative sample.

4.3 The remaining Tenants Satisfaction Measures will be generated from internal/management information

Table 2 Satisfaction Data to be collected from existing Management Information

Reference	Measure
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord
RP01	Homes that do not meet the Decent Homes Standard
RP02	Repairs completed within target timescale
BS01	Gas safety checks
BS02	Fire safety checks
BS03	Asbestos safety checks
BS04	Water safety checks
BS05	Lift safety checks

Most of this information is already collected by the Council. Work is underway to ensure that it will be collected in the format required by the RSH from 1st April 2023

The results of the survey and the internal management information are to be submitted & published annually. The first results will be submitted in the summer of 2024. They will form the basis of an Annual Compliance Report which will be presented to the Housing and Community Services Committee.

4.4 The RSH has prescribed the technical requirements for carrying out the perception survey. It must be completed as a "single integrated survey" which asks all of the perception questions. These questions have got to be asked using the prescribed wording and offer the same choice of responses. Which is: "taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?" Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied or Very dissatisfied

- 4.5 Providers are also required to ensure that they employ a suitable level of expertise to design and apply a survey methodology to generate tenant perception measures in a way that meets the requirements of this document” Furthermore, whilst landlords can choose to conduct surveys and calculate the perception measures in-house, or through external contractors they must ensure that the measures are collected and reported in accordance with the Market Research Society Code of Conduct Providers must also ensure that calculations used to generate perception measures have been subject to an appropriate level of verification and validation.
- 4.6 The Council will also need to ensure that the results of the survey are representative of the relevant tenant population and be able to check this by age, ethnicity, household size and property type.
- 4.7 A trial survey was carried out by the Housing team using the previous suite of regulatory questions and offering either paper based or online response options to tenants. Whilst this did not incur any additional external consultancy fees it highlighted other issues with completing a large-scale perception survey. The sending and receiving of paper surveys was both costly and time consuming. The construction of a simple database and manual input of completed forms onto this was also time consuming. Once completed there was no capacity within the team to carry out the level of analysis and verification that the guidance requires. Similarly, it is unlikely that an in-house survey would meet the requirements of the Market research Society Code of Conduct. Therefore, as with previous large scale tenant satisfaction surveys , it is proposed to tender the completion of an initial annual survey of all tenants, with a further two years sample survey to be included in the tender. The survey will consist of no more than the twelve Regulatory questions along with a request for some additional personal and demographic information which is necessary to meet the representative requirements of the guidance and also to help frame the sample size for future surveys. This will provide a robust starting point for the Council in this new regulatory framework.

5.0 Financial Implications

- 5.1 It is anticipated that the cost of outsourcing the Satisfaction Survey and analysis for the first three years will be around £33000. This is already provided for within the Housing Services Budget.

6.0 Corporate Implications

Employment Implications

- 6.1 There are no direct employment implications contained within this report

Legal Implications

- 6.2 There are no direct legal implications contained within this report.

Corporate Plan Implications

- 6.3 The new suite of Tenant Satisfaction Measures are in line with the aims within the Councils Corporate Plan to:
Deliver excellent services:
Ensure consistency in the way the Council deals with its service users. Have in place methods of communication that enable customers to provide and receive information. Ensure technology enables us to effectively connect with our communities
Support and safeguard the most vulnerable
With partners encourage independent living and keep residents healthy and happy in their homes. Promote health and wellbeing across the district. Improve the condition of housing stock and public buildings.

Risk Impact

- 6.4 The new suite of Tenant Satisfaction Indicators has a direct impact on addressing risk SD3 Property Safety identified in the Councils Service Delivery Risk Register.

7.0 Community Impact

Consultation

- 7.1 The new suite of indicators was discussed in draft form with the South Derbyshire District Council Tenants Voice Group.

Equality and Diversity Impact

- 7.2 The RSH requires Housing Providers to ensure that the results of the new Tenant Satisfaction Measures are representative of the local tenant's community.

Social Value Impact

- 7.3 Completing TSM surveys is a major contribution towards the aims expressed in the White Paper, "to raise the standard of social housing and meet the aspirations of residents throughout the country, today and in the future. It speaks to safety, to quality, to family, to life free from the blight of crime and anti-social behavior".

Environmental Sustainability

- 7.4 There are no direct environmental impacts within this report.

8.0 Conclusions

- 8.1 The completion of an Annual TSM survey is now a regulatory requirement.
- 8.2 A comprehensive survey is necessary in the first year of the regulatory regime to provide a robust baseline for future satisfaction surveys.
- 8.3 It will be necessary to externally procure the provision of the survey, data collection and analysis of the results in order to meet the requirements of the Regulator For Social Housing.

9.0 **Background Papers**

Housing White Paper – Report to Housing and Community Services Committee
28th January 2021

Notes:

- * Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.
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- *** Committee Terms Of Reference in [Responsibility for Functions - Committees](#).