

Tenants Satisfaction Survey (Housing, Angela Horsey)

Synopsis of report:

This report advises Members of the proposal to undertake a Tenants' Satisfaction Survey as required by the Regulator of Social Housing.

Recommendation:

Members note the plans for undertaking the next Tenants' Satisfaction Survey, as required by the Regulator of Social Housing.

1. Context of report

- 1.1 In October 2022 Runnymede Council tenants took part in a satisfaction survey, which provided a baseline for future surveys and has informed an action plan for improvements.
- 1.2 The Regulator of Social Housing has recently introduced the requirement to collect Tenant Satisfaction Measures (TSMs). The data used to generate perception TSMs must be collected as part of a survey which is compliant with the prescribed methodology.

2. Report

- 2.1 As reported at the November 2022 Committee, throughout October 2022 Runnymede Council tenants had the opportunity to complete a satisfaction survey, to give their views on the landlord services provided by the Council. The digital survey did not meet the technical requirements of a full STAR (the social housing Survey of Tenants and Residents) survey, but the feedback gave a clear impression of the views of tenants and sets a baseline for future surveys.
- 2.2 At Appendix A Committee is informed of the Satisfaction Survey Action Plan which identifies the areas of concern raised in the survey responses and sets out steps which aim to improve the services that are a priority for tenants.
- 2.3 The Social Housing Regulation Bill is currently going through Parliament, with implementation of the new consumer regulation due to start from April 2024. The Regulator of Social Housing has already introduced the TSMs which social landlords must start collecting from April 2023. The TSMs are made up of a total of 22 measures. Ten of the measures are Management Information, as found in the Performance report at item 15 in this agenda. The twelve Tenant Perception Measures must be collected through a tenant survey which is compliant with the prescribed TSM methodology. To meet the regulatory requirement of 95% confidence with a +/-4% interval, for example, Runnymede Council would need a minimum of 496 valid responses. There are further requirements on statistical accuracy, weighting, representativeness, surveys question wording and response options. Guidance states that surveys can either be done in-house, or carried out by an external provider.
- 2.4 Members will recall that, prior to the digital survey opportunity, the Council had

planned to undertake a STAR survey in 2022, using consultants to complete the fieldwork and analysis. The TSM perception survey will be very similar to STAR surveys undertaken by many social landlords in recent years. The staffing resource, specialist skills needed and the strict regulator's requirements mean that a consultant is needed for this exercise. All registered providers must ensure that their data is accurate, reliable, valid and a transparent reflection of performance. It will also be important to publish the findings in a timely, clear and easily accessible way for tenants; and to be able to benchmark the results against other social landlords as well as comparing – where possible – with the results of the previous survey.

3. Next Steps

- 3.1 Officers plan to procure a consultant in line with the Council's procedures during March, with a view to survey field work being undertaken in late spring. Subject to the advice of the consultant, a 'census' survey will be posted to all tenants, giving everyone the opportunity to have their say and for the Council to explain the steps being taken to genuinely listen to tenants' views and to act on them. It will also be an opportunity to collect contact preferences for future surveys and to encourage tenants to sign up to the new Housing Online customer portal.
- 3.2 Findings from the survey will be compared with results of last year's survey and presented to this Committee in the autumn. The results must be submitted to the regulator by the end of March 2024. The regulator will publish the TSM results for all landlords with more than 1,000 homes in autumn 2024. The results must also be published for tenants, with details of how the survey requirements have been met.
- 3.3 It is anticipated that, going forward, the majority of transactional surveys (for example following the letting of a new home or after a complaint of anti-social behaviour) can be completed through the portal. Subject to take-up, it may also be possible to undertake digital TSM perception surveys in the future.

4. Policy framework implications

- 4.1 In order to provide tenants with greater transparency about their landlord's performance, the Regulator of Social Housing has introduced the TSMs which all social landlords need to collect and report on.
- 4.2 The RBC Tenant and Leaseholder Engagement Strategy Action Plan, as reported to Committee in January, includes a commitment to deliver the TSM perception surveys.

5. Resource implications

- 5.1 £15,000 for an engagement survey is included within the Housing Service annual budget.
- 5.2 No additional staff resources are required to manage, deliver and report the outcome of the survey exercise.

6. Legal implications

- 6.1 The Regulator of Social Housing is a non-departmental public body that regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.

- 6.2 The Regulator of Social Housing sets consumer standards and may take action if these standards are breached.
- 6.3 The government's 'The Charter for Social Housing Residents: Social Housing White Paper', published in November 2020, set an expectation that the Regulator of Social Housing would bring in a set of Tenant Satisfaction Measures (TSMs) on issues that matter to tenants. From 1 April 2023 all registered providers of social housing need to collect, report on and publish their TSMs.
- 6.4 Setting clearly defined, universal requirements on TSMs creates a valuable tool allowing tenants to scrutinise and compare their landlord's performance, giving insights to landlords on where they might look to improve their services, and providing a source of intelligence to the regulator on whether landlords are meeting the regulatory standards.

7. Equality implications

- 7.1 No specific equality implications have been identified but the stated aims TSMs and the Social Housing Regulation Bill is to improve social housing standards for all tenants. The calculated satisfaction scores to be submitted to the regulator must be representative of the tenant population.

8. Environmental/Sustainability/Biodiversity/Other implications

- 8.1 No environmental, sustainability, biodiversity or other implications have been identified.

9. Conclusions

- 9.1 Committee is advised that a consultant will be procured to undertake a Tenants' Satisfaction Survey in 2024 which is compliant with the requirements of the Regulator of Social Housing's Tenant Satisfaction Measures.

(To Resolve)

Background papers

[Tenant Satisfaction Measures Technical Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

[TSM Tenant Survey Requirements \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)